



**HEYFIELD
HOSPITAL**
Central Gippsland Health

STRATEGIC PLAN 2025 - 2029

VISION

As a community asset we are focused on providing the highest quality service in our region.

MISSION

Add value to our community through high quality, health and aged care services tailored to meet our community's needs.

VALUES

We value our role in supporting the local community. As we work to strengthen and grow our vital community asset, we will:

- Place people at the centre of our care
- Strive for excellence in the quality of our care
- Act with honesty, transparency, and integrity
- Be supportive and socially aware
- Value our people through respect and mutual obligation; and
- Respect and support our staff, recognising their contribution and investing in their growth to deliver high-quality care

Strategic Pillars & Objectives

1. Workforce Attraction, Retention and Development

Objective: Build a skilled, stable, and supported workforce to meet the needs of our community across acute, aged, and transitional care.

Strategies:

- **Attract the Right People:** Promote the benefits of rural practice and lifestyle to attract nurses, support staff, allied health, and GPs to the area.

OUR VISION: Is of a safe and healthy community where everyone feels they are valued, supported and have the opportunity to participate.

- **Invest in Education and Skill Development:** Provide accessible, ongoing training for staff at all levels to grow capability and confidence.
- **Retain and Develop Local Staff:** Provide clear career pathways and development opportunities to grow our own workforce and reduce turnover.
- **Work Smarter, Not Harder:** Invest in systems, processes, and team models that support efficient and safe work.
- **Workforce Planning for the Future:** Monitor service demand and staffing trends to plan for future roles, skillsets, and succession needs.

2. Financial Sustainability and Funding Growth

Objective: Ensure the long-term financial stability of our health and aged care services so we can continue meeting the needs of our community.

Strategies:

- **Strengthen Core Business:** Continue to improve on the delivery of efficient, high-quality services across acute, aged, and transitional care to ensure they remain viable and sustainable.
- **Maximise Existing Funding:** Use all available government funding efficiently, including reviewing care minutes, subsidies, supplements, and program eligibility to ensure we are capturing what we are entitled to.
- **Diversify Revenue Streams:** Explore other funding sources to reduce reliance on government funding alone.
- **Plan for Infrastructure and Capital Needs:** Develop a long-term capital works and equipment replacement plan to guide responsible investment and renewal.

3. Service Excellence

Objective: Deliver safe, reliable, and person-centred care by continually improving our services, supporting staff with the right skills and tools, and responding to the changing needs of our community.

Strategies:

- **Maintain High Standards of Care:** Ensure all services — acute, aged care, and transitional care — meet safety, quality, and compliance requirements.
- **Support Staff Capability:** Provide staff with the education, resources, and support they need to deliver high-quality care across all service areas.
- **Respond to Changing Needs:** Review and adapt services regularly to meet local demand, resident complexity, and evolving models of care.
- **Foster Innovation in Aged Care:** Encourage new approaches that improve quality of life for residents, particularly those with dementia or complex needs.

4. Partnerships & Collaboration

Objective: Strengthen our impact by working closely with local, regional, and sector partners to improve access, share resources, and deliver coordinated care.

Strategies:

- **Collaborate for Better Care:** Work with GPs, hospitals, allied health, and aged care teams to ensure care is coordinated and responsive to individual needs.
- **Be Actively Engaged in Our Community:** Maintain strong relationships with residents, families, local organisations, and community leaders to ensure our services reflect and support what matters locally.
- **Work Regionally for Sustainability:** Partner with neighbouring services to share knowledge, strengthen systems, and advocate for sustainable rural service delivery.
- **Engage in Reform and Innovation:** Be involved in national and state-level discussions and trials to ensure our voice is heard and future services are shaped by those who use and deliver them.
- **Support Local Education and Growth:** Collaborate with schools, TAFEs, and universities to support training, workforce pathways, and skill development in our region.