

## Vision Statement

Leading and working in partnership to reduce health inequalities in Whitehorse Community.

## Mission Statement

WCHS will promote and enhance the health and well-being of the Whitehorse Community in collaboration with the community in the context of the broader environment.

This will be achieved by applying the principles of comprehensive primary health care, population health and health promotion.

## Values

### **EQUITY**

We proactively work to reduce health inequalities and promote access to services in our community.

### **INNOVATION**

We provide quality services that are innovative and responsive to the needs of our community.

### **INCLUSIVENESS**

We embrace and respect the background, diversity and contributions of each other and all in our community.

We provide a safe and supportive environment for staff, service users and visitors.

### **COLLABORATION**

We foster partnerships and collaborative activities to achieve the best outcomes for our community.

### **INTEGRITY**

We operate within a trustworthy, ethical culture and are accountable to our community, and encourage an organisational culture of evidence-based practice and quality improvement.



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Whitehorse Community Health Service

# Strategic Plan

# 2010-2012



# Key Strategic Priorities

## Building Organisational Capacity



## Ensuring Quality



## Growing Partnerships



## Strengthening Community and Supporting Environment



# Key Strategic Priorities and Strategies

## Building Organisational Capacity



### People

- Ensure WCHS remains an employer that attracts, retains and develops excellent staff and volunteers.
- Maintain a positive workplace culture.
- Facilitate the continuous development of staff

### Financial

- Sustain and grow our financial position through improved efficiencies and prudent financial management.
- Establish multiple income sources to increase the financial stability of the organisation and to improve flexibility.

### Systems

- Improve knowledge management.
- Ensure systems are in place for the expansion of services and use of new delivery platforms.

### Infrastructure

- Ensure that the buildings and equipment effectively and efficiently meet the requirements of the service provided.
- Identify and address any gaps in the services needed to meet the health needs of the target population.

## Ensuring Quality



- Further develop services, systems, processes and procedures to ensure:
  - the delivery of a high quality health service
  - integrated care that meets clients' needs
- Develop and implement a WCHS Quality Framework.
- Strengthen mechanisms to ensure effective evidence based practice.

## Growing Partnerships



- Strengthen and grow existing partnerships.
- Identify priority population groups and service areas and develop new partnerships and services that support these.
- Develop our research and evaluation capacity.

## Strengthening Community and Supporting Environment



- Actively engage with a diverse range of community members and groups within the Whitehorse community.
- Focus on building social capital and community capacity to support improvements in health and the environment.
- Adopt a population health planning approach to identify and respond to community's health needs and potential threats.
- Ensure the organisation has a positive environmental impact.
- Actively lobby government and other funding agencies to address the broader determinants of health.

