



STRATEGIC PLAN

2019

2024

Our Vision is for people in our communities to enjoy better and longer lives

Working in partnership



The role we play is working in partnership to enhance the health of our communities

OUR GOALS



Our Services

Our business provides health services that customers value and are of benefit to the whole community

WE WILL

Grow our customer base by providing a range of quality health care services and supports that are affordable, responsive, convenient and effective

Add value to the community through population health initiatives that increase opportunities for people to enjoy better and longer lives

Adapt to new funding models and a competitive open market to ensure all services are sustainable, and allow for ongoing access for at risk local communities

OUTCOMES



2019–2024



Our People

People aspire to work with us and contribute to our business and community

Support a workforce that is accountable and efficient, and where everyone understands their role and its contribution to organisational success

Attract and develop a resilient workforce that embraces change and innovation

Create a culture that embodies our values and is driven by providing high quality customer services, supports and experiences



Our Knowledge

We understand and impact on the key drivers of success

Ensure systems and processes support staff to operate efficiently and effectively

Build quality data that enables effective decision making and measures impact across all levels of the organisation

Understand the true cost of our programs and how to achieve a sustainable financial position



Our Reputation

Our brands are well recognised and customers and partners aspire to associate with us

Build on our reputation for amplifying impact with a clear position in the market

Broaden our support base to increase our likelihood of success, and leverage strategic opportunities for funding

Work in partnership to establish a more co-ordinated health system in our regions

- We will measure and report health and wellbeing impact
- We will achieve a net promoter score of +10 for staff, customer and partner satisfaction
- Our customer numbers represent community need
- We will pioneer three new ventures and trial two initiatives
- Our income will double with a 2% surplus to reinvest in services for the most vulnerable members of our community

Our Principles

- We behave ethically and responsibly
- We are empathetic and respectful
- We are focused on achieving the best results possible
- We focus on creating equitable access to high quality community-based care for everyone in our community
- We have the courage to be agile and do things differently
- We create greater impact because of our strong relationships

Our Community

We deeply understand our local community and respond to its existing and emerging health and wellbeing needs.

Our Future State

We will redefine the role that Community Health plays in the Victorian health ecosystem and be known for delivering increased value by:

- Partnering with our local communities to ensure we understand what they need
- Collaboratively, quickly and flexibly responding to those needs
- Providing support and services where the existing services are insufficient, inaccessible or ineffective
- Working comprehensively along the spectrum of services from prevention, to treatment to improving quality of life



Carrington Health and healthAbility acknowledge the traditional custodians of the land on which we work, the Wurundjeri people of the Kulin Nation, and pay our respects to Elders and community members past, present and emerging.