STRATEGIC PLAN
2024 -2028

INDIVIDUALITY
We recognise everyone is unique and we strive to understand and build on their strengths.

GROWTH
There are many different paths to a solution, and we support people on their journey.

COMMUNITY
Through equity and quality, we strive to improve the health and wellbeing of our community

MEANINGFUL CONNECTIONS
We bring our focus and skill to build meaningful connections

IMPROVING COMMUNITY AND SERVICE KNOWLEDGE

BUILDING TRUST - BASED CLIENT RELATIONSHIPS

STRENGTHENING COMMUNITY TIES

CONNECTING SERVICES AND INTEGRATING CARE

OUR VISION
Everyone in our community is connected, supported and empowered to lead safe, healthy and happy lives.

PRIMARY CARE
CONNECT

PRIMARY CARE CONNECT

STRATEGIC PLAN 2024 - 2028

VALUE PROPOSITION |

- Providing health promotion, early intervention, chronic care management, safety support, and recovery-focused community health services to people living in our catchment.
- Supporting everyone in our community and particularly those who are disadvantaged or at-risk. We take the time to connect with people and listen to their health and wellbeing goals. We then empower people to achieve these goals.
- Building strong and trusted relationships with community groups, removing barriers to access care by providing outreach support, co-locating our services with other essential supports and ensuring care is easy to access regardless of where you live in the catchment.
- Working in multidisciplinary teams internally and with other service providers to deliver integrated and team-based care. Our clients experience holistic intake, clear and connected care pathways, and comprehensive follow-up to ensure they continue progressing and thriving.

OUR KEY STRATEGIES

BUILDING TRUST-BASED CLIENT RELATIONSHIPS

HOW WILL WE GET THERE

- Agile scheduling and care coordination.
- Strengths-based and holistic understanding of support needs
- High quality care delivered by multidisciplinary teams.
- Comprehensive goal-based follow-up.

WHAT DOES SUCCESS LOOK LIKE

Our clients feeling heard, supported, and placing their trust in us to help them achieve their health and wellbeing goals regardless of what their goals are.

CONNECTING SERVICES AND INTEGRATING CARE

HOW WILL WE GET THERE

- Integrated service delivery with partner organisations.
- Connected pathways for chronic care management.
- Seamless cross-referrals.
- Collaborative community health needs and service planning.

WHAT DOES SUCCESS LOOK LIKE

Our clients being able to access high-quality care where and when they need it, and without having to retell their story over and over again.

STRENGTHENING COMMUNITY TIES

HOW WILL WE GET THERE

- More services delivered in the community.
- New partnerships that support disengaged, at-risk communities.
- Strong connections with community groups across the catchment.

WHAT DOES SUCCESS LOOK LIKE

Our community knows who we are and what we do, and that we are there for them in their time of need. We are our community's community health provider of choice.

IMPROVING COMMUNITY AND SERVICE KNOWLEDGE

HOW WILL WE GET THERE

- Increased community participation in service development.
- Comprehensive understanding of client needs, care and service preferences.
- Deep understanding and insights on the services and care that deliver outcomes for our community.

WHAT DOES SUCCESS LOOK LIKE

Having the evidence to know what has the biggest impacts on health and wellbeing outcomes for our community, and using this to design the highest quality of care possible.