

Primary and Community Services Division

Strategic Plan 2015 – 2017



1. PARTNERING WITH OUR COMMUNITY

Strategic Direction (Organisational)

We will develop strong and enduring relationships with our communities and partner organisations.

Strategies (Divisional)

- Identify and map existing and future partnerships whilst developing formal and informal agreements.

2. DRIVING A QUALITY AND SAFETY CULTURE

Strategic Direction (Organisational)

We will provide high quality health and wellbeing services.

We will provide an organisational culture that is safe and risk aware.

Strategies (Divisional)

- Implement a contemporary, robust and evidence based Model of Care across all programs and services.
- Improve collection, reporting and use of data to improve patient outcomes and experience.

3. DELIVERING EFFICIENT SERVICES AND INFRASTRUCTURE

Strategic Direction (Organisational)

We will maintain our financial viability and sustainability.

We will provide the highest quality faculties, equipment and information technology infrastructure.

Strategies (Divisional)

- Maintain sustainable services by delivering a 1% budget surplus across all cost centres.
- Redesign and upgrade Macarthur facilities.

4. DEVELOPING A HIGH PERFORMING WORKFORCE

Strategic Direction (Organisational)

We will strengthen the existing culture that attracts, supports and retains high calibre people.

We will develop a teaching and research profile that stimulates service delivery improvement.

Strategies (Divisional)

- Develop consistent behaviour resulting in 'great care'.
- Improve leadership development and careers.
- Develop systems to attract and retain dynamic staff.
- Lead clinical research that directly improves consumer care.

5. ENCOURAGING SERVICE INNOVATION

Strategic Direction (Organisational)

We will continue to build an integrated, accessible service that is responsive to the needs of our community.

Strategies (Divisional)

- To improve clients access to services by including all campuses in a single intake system and expand this beyond the P&CS Division.
- Telehealth is a key modality of service delivery bringing services closer to home.
- Identify emerging consumer needs and service enhancements.