



STRATEGIC DIRECTION STATEMENTS FOR 2017 – 2018

1. Provide targeted and accessible services that address identified needs of our clients within the social model of health

1.1. Identify health care needs

- Consumers' direct
- Internal stakeholders
- External stakeholders
- Contemporary practice and/or research

1.2. Place-based services

- Develop services that meet the needs of people living in the Mount Alexander Shire

1.3. Continue to deliver high quality services that are: demand driven, inclusive, accessible, affordable and sustainable.

1.4. Develop further frameworks around continuum of care, identifying:

- gaps in service
- opportunities
- Clients with complex needs
- vulnerable clients.

2. Demonstrate excellence in corporate governance and financial sustainability

2.1. Prioritize an outcome for the capital grant funding

2.2. Ensure access to necessary resources and advice to support the board members and their decision making.

3. Demonstrate commitment to staff health and wellbeing.

- 3.1. Maintain positive staff culture
 - staff open to opportunities to change
- 3.2. Whole of life focus for staff
 - work / Life balance
 - Development and training
 - Career Development

4. Strengthen engagement with our community, stakeholders, members and clients in the development of CDCH

- 4.1. Embed consumer engagement strategy
 - identify client cohorts
 - collaborative, person-centred care
 - communication strategy and marketing
- 4.2. Partnerships: local service providers, council, PCP, etc
 - co-design processes when changing or increasing services
 - building: capital development
- 4.3. Promoting and growing CDCH effectively and efficiently
- 4.4. Integration of services within CDCH and more broadly.