

2022 – 2026 Strategic Plan



1

Great outcomes. Outstanding experiences.

Success looks like:
Delivering positive experiences and outcomes for our clients and communities – consistently, focusing on those who need it most and providing services that align with their needs and expectations.

Strategic initiatives

We will:

- Proactively engage with hard-to-reach communities through targeted and place-based strategies
- Deliver high quality care through digital health
- Lead in care coordination
- Embed lived experience in the way services are designed and delivered
- Lead the local public health response to COVID-19 and community recovery

2

Trusted partnerships. Influential voice.

Success looks like:
Striving to be a trusted, effective and influential partner to funders, other organisations and our communities, in order to improve health and wellbeing outcomes and promote equity.

Strategic initiatives

We will:

- Strengthen our partnerships with other organisations to develop innovative and integrated models of care and expand our services
- Amplify the voices of our clients and communities to influence the service system
- Partner with Aboriginal Community Controlled Organisations and the local Aboriginal and Torres Strait Islander communities to increase the reach of our services to Aboriginal and Torres Strait Islander peoples
- Demonstrate leadership on key issues that are important to our community

3

Purpose-driven growth. Responsive services.

Success looks like:
Delivering more supports to our communities and grow in a sustainable manner.

Strategic initiatives

We will:

- Expand health and wellbeing services to help meet community need, including:
 - Disability and mental health services
 - Services across the life span, particularly families and older people
 - Services for Trans, Gender Diverse and LGBTIQ+ communities
- Grow our primary care services, including medical, dental and allied health services

4

Exceptional people. Thriving culture.

Success looks like:
Our people (Board, staff and volunteers) being well supported, skilled and engaged. We are able to attract and retain highly skilled individuals and have a vibrant culture that supports quality client outcomes and continuous learning.

Strategic initiatives

We will:

- Invest in our people to equip them to meet the needs of our communities, including through the impact of COVID-19
- Foster a culture that values service quality and client outcomes
- Continue to build a diverse organisation that is reflective of the communities we support
- Grow the lived experience representation in our workforce

5

Robust foundations. Effective technology.

Success looks like:
Our organisation being enabled through effective technology, data systems and physical infrastructure to support service improvement, organisational and environmental sustainability, and great staff and client experience.

Strategic initiatives

We will:

- Use data to enhance the way we work and deliver services
- Build effective internal systems and structures
- Invest strategically in our facilities
- Ensure that our services are financially sustainable
- Be environmentally sustainable and address the impacts of climate change

Our values

Courage

- We are progressive
- We are creative and resourceful
- We challenge the status quo for the benefit of our communities

Empathy

- We are caring and inclusive
- We celebrate and value diversity
- We work collaboratively and respectfully

Integrity

- We are ethical, honest, reliable and fair
- We listen and are accountable to our communities
- We earn and build trust

Achievement

- We are outcomes-focused
- We are adaptable and always learning
- We continuously improve

Acknowledgement of Country

Your Community Health would like to acknowledge the Traditional Custodians of the land on which our organisation is located and where we conduct our business, the Wurundjeri people of the Kulin Nation. We recognise their deep connection to the land, waters and culture and are dedicated to honouring their traditions. We pay our respects to Elders past, present and emerging, and acknowledge that they have never ceded sovereignty.

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Service principles

At Your Community Health we:

- Prioritise those most in need, supporting equity and addressing inequality
- Use the social model of health
- Celebrate diversity and enable inclusion
- Uphold human rights
- Progress gender equity
- Work alongside the Traditional Custodians of the land and the local Aboriginal and Torres Strait Islander communities to achieve better health outcomes
- Embed prevention and early intervention in the work we do
- Work collaboratively and in partnership
- Ensure that our practice is evidence based
- Are community and person-centred
- Strive to create a progressive, informed and responsive service
- Actively minimise our impact on the environment