

SOUTH COASTAL WOMEN COASTAL WOMEN'S HEALTH SERVICES

STRATEGIC PLAN 2015 - 2017



VISION	MISSION	VALUES
<p>Stronger Women</p> <p>Stronger Families</p> <p>Stronger Communities</p>	<p>We will achieve this by:</p> <ul style="list-style-type: none"> • Working collaboratively with other agencies to maximise opportunities for women and families. • Providing the best quality community based health and wellbeing services. • By meeting the needs and aspirations of women and families. • Delivering services that are integrated and accessible. • Providing responsible stewardship of all resources that support the service. • Providing best quality health and wellbeing services delivered by skilled, engaged staff 	<p>Maintaining the values of:</p> <p>Proactive</p> <p>Respect</p> <p>Integrity</p> <p>Diversity</p> <p>Equity</p> <p>P.R.I.D.E</p>

OUTCOMES	OUTCOME 1	OUTCOME 2	OUTCOME 3	OUTCOME 4
	PROVIDE CONSUMER FOCUSED SERVICES	BE A QUALITY SERVICE PROVIDER	SUSTAINABILITY AND ACHIEVE BUSINESS GROWTH THAT MEETS COMMUNITY NEED.	BE RECOGNISED AS A COMMUNITY LEADER IN WOMEN AND FAMILY ISSUES
STRATEGIES	Provide integrated service delivery models to support consumer focused service pathways	Be accredited with a recognised quality management system, ISO 9001. Invest in skilled workforce that can deliver integrated programs	Identify opportunities to grow current business to meet community need Design and develop business cases that attract new business. Facilities and Human Resources are actively managed to support business growth Business risk for current and new business evaluated and managed	Organisation constitution reflects changes to business direction, name and vision. Branding strategy will be consistent with changes to constitution, business direction, name and vision. Marketing and communications will be consistent with changes to constitution, business direction, name and vision.
	ACTIONS	Review and remodel service delivery pathways to promote consumer focus. Monitor consumer/client satisfaction. Develop skills matrix for skills required to deliver on new models and identify need for new skills/up skilling required	Deliver on accreditation work plan provided by consultant A dynamic HR plan to attract, recruit and retain the staff to deliver on strategic plan.	Develop register of identified opportunities and outcome for SCWHS Develop business case template proactively Facilities management plan developed HR plan to attract, recruit and retain the staff to deliver on strategic plan. Risk register and management plan developed and utilised.
SUCCESS FACTORS	Evidence and outcomes from organisational review that improve consumer focus. Client satisfaction ratings improved Evidence of clients using multiple services. Skills matrix and mapping performed and reported. Plan to address any skills shortages developed	The organisation achieves ISO 9001 accreditation and meets compliance ongoing audit requirements. Development of: <ul style="list-style-type: none"> • Skills matrix • Churn rates • Remuneration benchmarking • Other parameters as identified 	Register of identified opportunities demonstrates actions taken and outcomes. Presented quarterly to Board meetings, commencing April 2015. Will include: <ul style="list-style-type: none"> • Performance against contract requirements in service delivery and against budget • Quality, risk and OSH reports • Client and staff satisfaction reporting 	Revised constitution submitted to Department of Commerce, approved by membership, by July 2015. Marketing and communication strategy developed by July 2015. Evidence of engagement and involvement in systemic women and family advocacy.