

our goals	strategies to be implemented
<p>1</p> <p>OUR CLIENTS</p> <p>We will provide the right service, at the right time and in the right place</p>	<ul style="list-style-type: none"> 1.1 Identify and address service delivery gaps to ensure that our services meet community needs 1.2 Deliver services in line with the Victorian Service Coordination Framework 1.3 Embed diversity strategies into all aspects of service delivery 1.4 Empower, support and enable our clients to self-manage their own health
<p>2</p> <p>OUR PEOPLE</p> <p>We will value, recognise and develop our people</p>	<ul style="list-style-type: none"> 2.1 Actively support our staff to maintain and develop current professional competencies 2.2 Recognise and acknowledge staff excellence and achievements 2.3 Promote and encourage health and wellbeing in the workplace 2.4 Implement change management processes to support staff through the co-location of services and to improve service integration 2.5 Implement recruitment / retention initiatives that keep SCHS in a competitive position
<p>3</p> <p>OUR COMMUNITY</p> <p>We will develop services that are responsive to the health needs of our community</p>	<ul style="list-style-type: none"> 3.1 Provide leadership through the Northern Mallee Community Partnership 3.2 Advocate on behalf of our community on health related issues 3.3 Implement the Consumer Advisory Committee 3.4 Promote and support healthy living in the community 3.5 Implement the SCHS marketing plan
<p>4</p> <p>OUR PARTNERS</p> <p>We will be a partner of choice</p>	<ul style="list-style-type: none"> 4.1 Investigate and develop policies and processes for philanthropic funding opportunities 4.2 Investigate and develop sustainable innovative partnership models that are adaptive to the changing environments 4.3 Develop mutually beneficial relationships with education and training providers 4.4 Establish and / or maintain representation on relevant and beneficial regional and state forums and peak bodies 4.5 Work with key partners to implement the Koolin Balit strategies to address inequities in Aboriginal health
<p>5</p> <p>OUR ORGANISATION</p> <p>We will pursue organisational excellence</p>	<ul style="list-style-type: none"> 5.1 Complete construction of the new facility and commence integrated service delivery 5.2 Build business development capacity within the organisation to take advantage of emerging opportunities 5.3 Achieve National Health and Quality Service Standards and other relevant accreditation standards 5.4 Promote excellence and achievements in service delivery 5.5 Implement, monitor and review Corporate and Clinical Governance 5.6 Develop and implement an Asset Management Plan for SCHS 5.7 Maintain and further develop an ICT framework that enhances and complements service delivery

SCHS is a not-for-profit organisation which commenced operation in 1976 in Merbein, approximately 10km from Mildura.

SCHS takes a holistic approach to the needs of clients and the community with an emphasis on continuous quality improvement and excellence in service delivery, based on the principles of collaborative primary care.

'SCHS is jointly funded by the Australian & Victorian Governments'

our values

and code of conduct

Our staff are in a unique position of trust requiring standards of behaviour that reflect community expectations.

Our Code of Conduct applies to all SCHS employees whether full time, part time, casual, contract, permanent, temporary, trainee or apprentice.

Maintaining the trust of the public means our staff properly using the resources, information and authority to:

- ensure that the personal interests of our staff do not adversely influence the way we carry out our duties.
- complying with Acts, Regulations, Guidelines and Policies relevant to our work.

The following four broad values underpin our ethics and standards of conduct:

- Respect
- Integrity
- Compassion
- Empowerment



address/PO Box 2803 Mildura Victoria 3502

phone/(03) 5022 5444

fax/(03) 5022 5445

email/schs@schs.com.au

web/www.schs.com.au



Strategic Plan

June 2014 – June 2017

our vision

Promoting health and well-being

our mission

We will provide coordinated, safe and effective person-centred care

