



Strategic Plan

2007 - 2012

Gippsland Lakes Community Health is a major health and community support service provider in East Gippsland. The organisation manages four service sites located in Lakes Entrance, Bairnsdale and Bruthen, and provides outreach services throughout East Gippsland. GLCH also maintains formal alliances with Nowa Nowa Community Health Centre and Lake Tyers Aboriginal Trust.

GLCH has a budget of 12 million dollars, and over 250 members of staff who deliver an extensive range of health and welfare services across the region.

Services are divided into six units with a strong multi-disciplinary approach.

The Units are:

- Aged Care Services
- Clinical and Nursing Services
- Community Health Services
- Corporate Services
- Family, Youth and Children's Services
- Health Promotion and Koori Health Services

Our catchment area covers the East Gippsland region, with particular focus on Bairnsdale, Lakes Entrance, Bruthen and their surrounding areas.

The organisation values and promotes excellence of service and the achievement of integrated service provision.

Vision

Getting best possible outcomes for East Gippsland through delivering quality services, promoting healthy outcomes and partnering with others.

Values

The values that underpin our Strategic Areas

- Social Justice
- Participation
- Respect
- Partnership
- Accountability
- Quality

Key Strategic Areas

1. Influencing the external environment
2. Demonstrating leading practice
3. Undertaking service development in key areas
4. Strengthening Gippsland Lakes Community Health's organisational capacity

Our Motto

“Your health - our commitment”



Expanded Vision

- Serving and responding to the diverse health needs of our communities
- Delivering programs and services to those with the highest health needs
- Working with other community service agencies to ensure integrated and coordinated services
- Creating a great place to be for staff and clients – an employer of choice and a community services agency of choice
- Having a reputation as an influential, action orientated, innovative and value based organisation
- Ensuring resources meet existing and emerging needs

1. Influencing the External Environment

Identify and respond to community needs and trends in service delivery and government policy.

Strategies

- 1.1 Raise the profile of Gippsland Lakes Community Health in local communities and with other service providers
- 1.2 Strengthen community and client capacity to influence our planning
- 1.3 Build and strengthen effective strategic alliances
- 1.4 Build professional relationships with funding bodies and peak organisations
- 1.5 Build research partnerships

2. Demonstrating Leading Practice

Provide leadership in developing a quality service within East Gippsland using health promotion, partnerships, service coordination and respect of client choice.

Strategies

- 2.1 Delivering quality service
- 2.2 Further develop service coordination
- 2.3 Develop and enhance partnerships
- 2.4 Strengthen health promotion

3. Undertaking Service Development in Key Areas

Undertake service development in key areas aimed at optimising the health, well being and capacity of communities utilising a strength based approach and based upon engagement and respect

Strategies

- 3.1 Further develop integrated family and children services
 - 3.2 Further develop indigenous health services in partnership with Koori health organisations
 - 3.4 Further develop aged and chronic care services based upon early intervention and active participation
 - 3.5 Further develop youth services with an emphasis on youth at risk
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4. Strengthening Gippsland Lakes Community Health's Organisational Capacity

Strengthen the capacity of Gippsland Lakes Community Health to deliver effective community based services and programs to East Gippsland

Strategies

- 4.1 Develop an organisational culture that imbeds Gippsland Lakes Community Health's visions and values
- 4.2 Commit to promoting staff learning and development
- 4.3 Create a supportive work environment that enables staff to perform at optimum levels
- 4.4 Ensure effective internal communication systems
- 4.5 Provide a systematic approach to change management that optimises opportunities and effectively manages risk
- 4.6 Enhance information management through effective ITC systems and organisation wide training
- 4.7 Provide excellent infrastructure and facilities to meet current and emerging needs
- 4.8 Continually develop leadership management skill amongst the Board, management and staff
- 4.9 Create opportunities for reflection and innovation

