



BANYULE
Community Health

vision

“In partnership with our community we promote resilience, health and well being”.

mission

Banyule Community Health will provide integrated quality health and community services that are accessible and responsive to the needs of our communities. We do this by working together with trust and respect for excellence in service delivery.

key strategic directions

2006 - 2009

- 1 Quality services
- 2 Stronger communities
- 3 A positive working environment

organisational values

- RESPECT**
We work with integrity, honesty and trust, and embrace diversity.
- EXCELLENCE**
We strive for innovation and best outcomes, while acknowledging our history and past achievements.
- PARTNERSHIPS**
Through positive teamwork with the community and sector we will deliver healthier communities.
- LEADERSHIP**
We strive for social justice through strong and consultative advocacy.

key strategic directions:

1 quality services

GOAL	STRATEGY
1. Improve access to health services/ programs for marginalised groups within the community	<ul style="list-style-type: none"> ▪ Identify and address barriers to service access ▪ Create and foster a culture where resources are utilised to provide maximum access to our community
2. Ensure effectiveness, appropriateness and acceptability of current services and programs delivered to the community	<ul style="list-style-type: none"> ▪ Service planning based on population health data ▪ Community participation in the development of programs and services ▪ Establishment of evaluation processes for all program areas ▪ Establishment of consumer reference group to lead on acceptability of care
3. Seek opportunities to expand services and programs to meet the needs of the community	<ul style="list-style-type: none"> ▪ Service data used consistently in all submissions ▪ Expand research and development position
4. Enhance best practice and clinical governance protocols to ensure quality service delivery	<ul style="list-style-type: none"> ▪ Develop mechanisms that promote and embed evidence-based practice ▪ Establish clinical governance model in collaboration with primary care sector ▪ Establish a risk management program
5. Ensure that BCH works from a secure financial base	<ul style="list-style-type: none"> ▪ Develop a strategic budgeting and financial performance environment ▪ Balance budget outcomes for each financial period ▪ All programs and services to be financially sustainable

2 stronger communities

GOAL	STRATEGY
1. BCH to actively engage with the Community	<ul style="list-style-type: none"> ▪ Undertake community needs survey ▪ Conduct community forums on topics relevant to the community ▪ Establish community participation model ▪ Participate in Neighbourhood Renewal Program
2. Develop strong local leadership, community ownership and control	<ul style="list-style-type: none"> ▪ Develop strong partnerships and collaboration between the broadest range of community organisations ▪ Encourage and celebrate social and cultural diversity ▪ Build important strategic relationships with other agencies ▪ Co-locate agencies whose function compliments BCH services/programs
3. Influence key government policy directions	<ul style="list-style-type: none"> ▪ Participation with all key sectorial partnerships ▪ Influence development of policy

3 a positive working environment

GOAL	STRATEGY
1. Organisational structure that meets the needs of the Community	<ul style="list-style-type: none"> ▪ Review organisation and team structure ▪ Ensure the organisational values and structure support staff to make improvements
2. Ensure positive organisational culture	<ul style="list-style-type: none"> ▪ Address issues identified in staff climate survey ▪ Enhance Human Resource area within BCH
3. Promote a supportive working environment	<ul style="list-style-type: none"> ▪ Encourage and facilitate ongoing learning opportunities ▪ Enhance staff ability to take up learning opportunities