

## ✓ Quality, Safety and Consumer Experiences

- Deliver the best consumer experience that is of consistent quality, safe and evidence-based.
- Build and use an outcomes framework to improve performance and to report to our community (through the Community Governance Committee) on the outcomes we are achieving.
- Strengthen clinical governance and continuously improve quality and safety culture.
- All programs will have a strong practice framework with staff supported to deliver identified outcomes.

## ✓ Sustainability

- Sustainable for purpose organisation.
- Develop business models which support our mission and ensure organisational sustainability.
- Strengthen financial planning and business systems.
- Develop and implement an ICT Strategy.
- Undertake required infrastructure planning.
- Review and enhance Board governance.



bendigo  
Community Health  
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STRATEGIC  
DIRECTIONS

BCHS 2016-2019



171 Hargreaves Street, Bendigo.  
3 Seymoure Street, Eaglehawk.  
13 Helm Street, Kangaroo Flat.  
46 Jeffrey Street, Elmore.



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## VISION

- Better health and wellbeing across generations.



## MISSION

- Working hand in hand with our community to achieve healthier lives.



## VALUES

- RESPECT**  
We build respectful relationships through trust, empathy and collaboration.
- INCLUSIVE**  
We recognise and promote accessible, safe and holistic health care as a basic human right.
- INTEGRITY**  
We are authentic and accountable and we honour our obligations.
- INNOVATION**  
Through continuous learning, we ensure an agile, responsive and sustainable service.

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### Programs for Equity

- Commitment to achieving equitable health and wellbeing.
- Review existing programs to ensure they are achieving equitable health and social outcomes.
- Use evidence to establish service models and place-based responses either alone or in collaboration with others.

- Strengthen our focus on prevention through expanding our early years and family services programs.

- Align our workforce capability and capacity to our programs.

### Consumer and Community-Centred Organisation

- Understand and respond to community needs and consumers' lived experience.
- Increase community awareness of BCHS so that the community knows what we offer and how to access it.
- Establish and use systems to capture and respond to what we hear from consumers and the community.
- Drive consumer-centred practice across all parts of the organisation.
- Successfully transition to consumer-led and contestable funding arrangements, including establishing new business models which are consistent with our mission and support organisational sustainability.
- Look for opportunities to increase the level of health literacy of our community so people are better able to be active in the management of their own health and wellbeing.