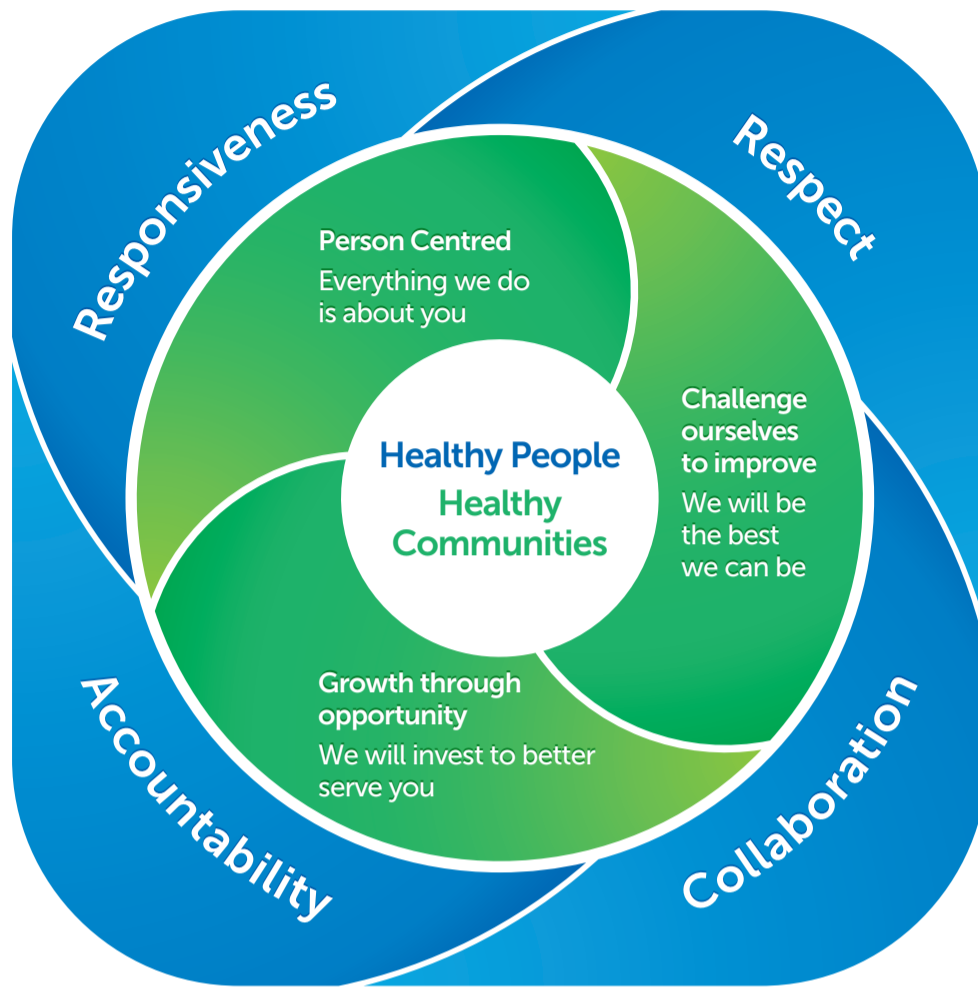# connect strategic plan 2016-2019

health & community

Purpose

Understand and meet the health and well-being needs of our diverse community as a socially responsible business

Responsiveness

Respect

Accountability

Collaboration

Person Centred
Everything we do is about you

Challenge ourselves to improve
We will be the best we can be

Healthy People Healthy Communities

Growth through opportunity
We will invest to better serve you

Sustainable Organisation
- We will be innovative and responsive
- Develop services to meet future requirements
- Identify opportunities to maximise revenue

Better Health Outcomes
- Recruit high calibre health professionals
- Proactively review our models of care
- A range of services to meet changing needs

Equitable Access
- Provide affordable services
- A variety of ways to access our services
- Improve and expand our facilities

Better Experiences
- Reduced waiting times for services
- Quality of service improvements
- Develop a simplified care pathway

Strategic goals to achieve our plan

Reduce Waiting Times

We will strive to meet or exceed wait time benchmarks across all services.

Improve Accessibility

New site/s to service City of Bayside clients. Develop redevelopment plan for Bentleigh site.

Improve Service Delivery

Be responsive to client feedback and areas where we can facilitate client access to services.

Grow Volunteer Base

Create strategies to ensure that volunteer recruitment meets volunteer needs 100% of the time.

Improve Technology

Invest in technology that allows us to deliver efficient services and better communication across multiple sites and platforms.

More Services

Extend the range of services to meet the changing needs of our aged / disability / family communities.