



Our Strategy Map



and achieve **our vision** for the future.

This will enable us to fulfill **our purpose**

that deliver the best results for our community.

to ensure we can operate the systems and processes

We will care for our people and manage our resources

and inform **our ways of working.**

Our **values** underpin everything we do

Community and consumer perspective

- Focus Area 1**
Informed, engaged, empowered community
- 1.1: Our community is aware and informed about our services, achievements and challenges.
 - 1.2: Consumers and carers as partners in care through open, clear and timely communication and shared decision-making.
 - 1.3: Genuine community engagement and partnering.

- Focus Area 2**
Positive and personalised care experiences
- 2.1: Kind, respectful and welcoming services.
 - 2.2: Ease and equity of access to quality services, according to need.
 - 2.3: Connected, integrated care with seamless transitions across the continuum and between providers.
 - 2.4: Innovative models of care and reorientation to balance acute, community and home-based care.

- Focus Area 3**
Strong prevention and early intervention
- 3.1: Closing the gap, tackling disadvantage.
 - 3.2: Strong health protection and disaster preparedness and response.
 - 3.3: Improved health and wellbeing in the community, healthy environments and behaviours.
 - 3.4: Early intervention to address risk factors.

Internal process perspective

- Focus Area 4**
Partnering, collaboration, communication
- 4.1: Effective collaboration with external partners.
 - 4.2: Effective integration, networking and multidisciplinary teamwork across and beyond the organisation.
 - 4.3: Strong and effective internal communication and accountability.

- Focus Area 5**
Streamlined processes that support safety and best practice
- 5.1: Consistent, high quality, safe, effective, evidence-based care.
 - 5.2: Effective, integrated systems for sharing patient information and supporting patient flows.
 - 5.3: Increased agility, flexibility and efficiency of corporate systems, processes and projects.

- Focus Area 6**
Research, health intelligence, strategic management
- 6.1: Research and knowledge translation focused on answering important service delivery questions.
 - 6.2: Integrated approach to turn data into timely, meaningful information to support decisions.
 - 6.3: Strong, effective, informed, outcome-focused, planning and performance management.

Internal capacity perspective (our people and resources)

- Focus Area 7**
People, culture, capability
- 7.1: Positive work environments and employee experience supporting a healthy workforce.
 - 7.2: Effective workforce planning, recruitment and retention to meet our service needs.
 - 7.3: A diverse workforce that reflects our communities.
 - 7.4: Highly qualified and capable workforce.
 - 7.5: Effective, compassionate leadership and empowered teams.

- Focus Area 8**
Resource stewardship
- 8.1: Better access to technology that works for us.
 - 8.2: Strategic, equitable, timely, transparent and efficient resource management.
 - 8.3: Asset planning and management aligned to strategy.
 - 8.4: Environmental sustainability is considered in everything we do.
 - 8.5: Effective oversight and governance that aligns strategy and risk management.