

# Strategic Plan 2017-2022

## Our vision

Better health, better lifestyles, stronger communities.

### Our purpose

Delivering services that improve the health and social wellbeing of Australians.

### Our guiding principles

- We demonstrate excellence in service provision through positive client outcomes.
- We are committed to supporting the Latrobe Valley community, while delivering services across Australia.
- We empower people to own their health journey through a focus on prevention and education.
- We value our people and support the health workforce of the future.

### Putting our plan into action

There are two key enablers to the successful implementation of our strategic plan:

#### Service excellence

The pursuit of service excellence will enable us to achieve our vision and priorities. A strong culture of service excellence can achieve client satisfaction and enable an empowered and motivated workforce.

#### Internal organisational focus

To support the successful implementation of our strategic plan, we will require key internal activities that focus on improving organisational processes, structures and technology.

### Our four strategic priorities

- 1 Focus on primary and community health services within Gippsland
- 2 Grow our organisation to deliver services across Australia
- 3 Innovate to improve client outcomes
- 4 Use evidence-based outcomes to drive improvement across services

