

GIDGEE HEALING

STRATEGIC PLAN 2018-2022



The Gidgee tree produces a tough, resilient timber that when used for firewood will burn for hours and hours. The coals of the burnt wood hold the heat of the fire, providing long lasting warmth and comfort. Together with Emu Bush, the smoking coals of the Gidgee tree are used for traditional smoking ceremonies to cleanse and purify.

The sap or gum of the Gidgee tree is sweet like honey and can be chewed to relieve a sore throat and the bark can be applied to the skin. A cluster – or ‘stand’ –of Gidgee trees often provides shelter to Kangaroos, making it a potential source of food.





THE GIDGEE WOOD

The Gidgee Wood is the essence of all that we do. It is the foundation of our philosophy, our values, and our actions.

The name Gidgee Healing is a tribute to the Gidyeya or Gidgee tree, which is native to Mount Isa and other arid regions of Australia. The tree has special significance to our traditional owners who have used it extensively for generations.

As a health care service provider, the essence of Gidgee Healing embodies the healing properties of its namesake plant in a literal sense, however, there are other parallels with the tree and its use that are deeply ingrained in the DNA of the organisation. Resilience, healing, shelter, community, tradition, comfort, and care are all qualities associated with the use of the Gidgee tree and are embedded in our ethos.

The phrase 'Gidgee wood' has become synonymous with the Gidgee Healing philosophy – the Gidgee way. It's how we talk about the way we do things. The Gidgee Way or The Gidgee Wood is at the core of our purpose and principles and permeates everything we do. It's our litmus test and sense-check. It's the measure, mode and means by which we deliver services and make decisions. It underpins our vision, mission and values and represents our present and our future. And it's the mirror we hold ourselves up to.

Just as the abundant healing and nurturing qualities of the Gidgee tree work across different spheres, so too does Gidgee Healing's approach to wellness.

We are committed to working with every individual as a whole being – mind, body, and spirit – not just a series of symptoms and pathologies to be 'fixed'. Our approach to healing embraces the physical, mental, emotional and cultural dimensions of everyone in our care.

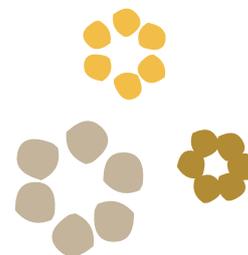
VISION

Gidgee Healing's vision is to make a significant and growing contribution towards achieving equity in health outcomes for the Aboriginal and Torres Strait Islander peoples of Mount Isa and the other communities in our geographic service area.

MISSION

Gidgee Healing will achieve this by providing high quality, sustainable and comprehensive primary health care services comprising a balance of clinical and population health programs for treatment, prevention and education. Our services are culturally safe, responsive to community needs, and integrated with other complementary service providers. Gidgee Healing has already broadened its scope of service to include mental health/emotional and social wellbeing and drug and alcohol/substance misuse. Gidgee will widen its scope further to include other services such as aged care and family support/child safety where these contribute to improving health outcomes for Aboriginal and Torres Strait Islander peoples.

VALUES AND PRINCIPLES



Our goal is to make a significant and growing contribution towards achieving equity in health outcomes for Aboriginal and Torres Strait Islander peoples of Mount Isa and the other communities in our geographic service area.

Core Values

Cultural respect – We recognise the cultural diversity that exists amongst our clients and respect the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples in service delivery.

Health sector responsibility – We recognise that, while responsibility for improvement of Aboriginal and Torres Strait Islander health rests with the health system as a whole, we can play a key role in ensuring responsiveness of the sector.

Holistic approach – We have adopted a holistic view of health that encompasses the wellbeing of an individual, family and community, recognising the broader social, cultural, spiritual and environmental influences on health.

Community control of primary healthcare – We support community control, participation and decision making as a fundamental component of the health system.

Building capacity – We recognise the ongoing need to build capacity for improved health outcomes through our own services and mainstream services, as well as through workforce, physical infrastructure and data management.

Working together – We recognise the importance of working with a range of government, non-government and private providers to ensure coordination of efforts for maximum benefits to Aboriginal and Torres Strait Islander people.

Local decision making – We are committed to local level consultation and input to health service planning and delivery.

Accountability – We are committed to improving the health of the Aboriginal and Torres Strait Islander communities in our geographic area.

Promoting good health – We recognise the importance of illness prevention as a fundamental component of our health service delivery.

Functional Principles

Indigenous employment – Wherever possible, we promote the employment of Indigenous talent, balancing the need for local employment with requisite organisational skill requirements.

Employee and skill mix – We endeavour to balance the use of consultants, contractors, part-time and full-time employees to provide the best possible skill mix for service delivery.

Values based decision making – We encourage our people to make value-based business decisions that support the social and economic sustainability of the region.

Locally relevant – We adapt the delivery of our existing programs to provide locally relevant tailored solutions.

STRATEGIC DIRECTIONS

Strategic Direction 1

Improve health outcomes for Aboriginal and Torres Strait Islander people in the region

Objectives

- 1.1. Develop and deliver responsive, culturally appropriate and collaborative models of care focused on regional health needs and priorities
- 1.2. Establish and embed regional, culturally appropriate approaches to improving access to health and wellbeing service
- 1.3. Develop regional plan to ensure coordinated and integrated service delivery
- 1.4. Provide consistently safe and high quality services
- 1.5. Coordinate and partner with primary, secondary and tertiary care providers and other relevant stakeholders
- 1.6. Implement culturally appropriate evaluation frameworks which inform quality service delivery and meet compliance requirements

Strategic Direction 2

Partner with the Indigenous community to improve health outcomes

Objectives

- 2.1. Provide a culturally safe environment that invites, respects and values the voice of the community
- 2.2. Engage with community to assess health needs and inform service delivery priorities
- 2.3. Build community awareness and engagement with the design and implementation of a Gidgee model of service delivery
- 2.4. Implement effective community and stakeholder communication processes
- 2.5. Ensure community participation in design, review and evaluation of health services
- 2.6. Strengthen advocacy in the region to improve equity of access and health outcomes for Aboriginal and Torres Strait Islander people
- 2.7. Improve health literacy so that the community can make informed contributions to personal and community health outcomes

Strategic Direction 3

Maintain a strong and sustainable governance and business model

Objectives

- 3.1. Consolidate governance capacity through the appointment and ongoing development of a Board with the right balance of skills, commitment, experience and community representation
- 3.2. Periodically review the appropriateness of the business model
- 3.3. Develop and implement a continually evolving operational plan
- 3.4. Build internal capacity and capability to ensure the organisation is resourced, managed and aligned to achieve its goals and priorities
- 3.5. Maintain performance and accountability systems and processes to ensure strategic objectives and outcomes are measured, targets and standards are met, and performance monitored and reported

Strategic Direction 4

Implement an innovative and collaborative approach to planning and service delivery

Objectives

- 4.1. Evaluate opportunities to ensure they align with organisational vision, mission and values and capacity
- 4.2. Align planning activities with local and regional needs and priorities referencing state and national policy frameworks as required
- 4.3. Align service planning activities with organisational capacity, capability, resources and ability to deliver
- 4.4. Design and implement innovative, effective and sustainable models of service delivery
- 4.5. Pursue technology driven solutions to deliver innovative and culturally appropriate services

Strategic Direction 5

Developing and Empowering our workforce

Objectives

- 5.1. Develop a workforce strategy that nurtures, attracts and retains a high performing team of Aboriginal and Torres Strait Islander and local people
- 5.2. Create a workplace culture that supports positive and culturally sensitive and safe behaviours and fosters wellbeing for both our people and the communities we work in
- 5.3. Develop and implement sustainable workforce models to improve community access and quality of care
- 5.4. Foster a learning environment to ensure our staff have the skills and cultural competencies required to meet community needs
- 5.5. Partnering with the training and education sector to develop medium and long term strategies to develop and recruit quality staff with the management and health/clinical skills to needed to support business continuity



Gidgee Healing

Gidgee Healing is the trading name of Mount Isa Aboriginal Community Controlled Health Services Limited, a public company limited by guarantee. Located in Mt Isa, we are dedicated to making a long term positive impact on the health and wellbeing of the Aboriginal and Torres Strait Islander people in the service region.

We provide a range of comprehensive primary healthcare services, including health checks; chronic disease management; maternal and child health; coordination of visiting specialist and allied health services; healthy lifestyle promotion and education; and day-to-day health services delivered by our on-site doctors and nurses.