



Gidgee
Healing

STRATEGIC PLAN 2015-2019





ABOUT 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.

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.



STRATEGIC DIRECTIONS

The Strategic Plan 2015-2019 provides an overview of the strategic directions for the organisation over the next five years 2015–2019. It highlights key priority areas and will inform operational planning and service delivery.

STRATEGIC DIRECTION 1:

Improve regional health outcomes for Aboriginal and Torres Strait Islander people

Objectives

- 1.1 Develop and deliver responsive, culturally appropriate and collaborative models of care focused on regional health needs and priorities.
- 1.2 Establish a MIACCHS Regional Model to improve access for identified communities and services in primary, secondary and tertiary health care.
- 1.3 Develop and implement an internal and external collaborative model of effective community education to improve self-management and reduce harmful behaviours.
- 1.4 Seek out opportunities to better coordinate and partner with other primary, secondary and tertiary care providers and other relevant stakeholders.

STRATEGIC DIRECTION 2:

Empower the Aboriginal and Torres Strait Islander community

Objectives

- 2.1 Undertake an annual cycle of two-way regional community consultations to assess need and inform service delivery priorities.
- 2.2 Improve community understanding of services available and how to access them both locally and when referred to other centres.
- 2.3 Ensure decision-making and patient/stakeholder feedback processes are transparent and well communicated.
- 2.4 Involve the community in evaluation, design and assessment of health services.
- 2.5 Create pathways to increase Aboriginal and Torres Strait Islander people in staff, management and decision-making roles.

STRATEGIC DIRECTION 3:

Build 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 Introduce performance and accountability systems and processes to ensure objectives and outcomes are measured, targets and standards are met, and performance monitored and reported.
- 3.3 Strengthen advocacy in the region to improve equity of access and outcomes for Aboriginal and Torres Strait Islander people.
- 3.4 Review and build internal capacity and capability to ensure the organisation is resourced, managed and aligned to achieve its goals and priorities.

STRATEGIC DIRECTION 4:

Adopt an innovative and collaborative approach to planning and service delivery

Objectives

- 4.1 Embed a culture that encourages learning, teamwork, respect and a practical commitment to the organisation's values.
- 4.2 Ensure planning and priority setting is well aligned to national, state, regional and local community needs.
- 4.3 Encourage innovative and flexible funding and staffing models that enable new and effective service delivery.

PERFORMANCE AND MANAGEMENT.

The Board of Directors and Senior Management will work together to implement, monitor and measure the outcomes against the stated Strategic Directions.

VALUES

Underpinning Gidgee Healing's strategic goals are the following core values:

- **Cultural respect** – Gidgee Healing recognises the cultural diversity that exists amongst its clients and respects the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples in service delivery.
- **Health sector responsibility** – Gidgee Healing recognises that, while responsibility for improvement of Aboriginal and Torres Strait Islander health rests with the health system as a whole, it can play a key role in ensuring responsiveness of the sector.
- **Holistic approach** – Gidgee Healing has adopted a view of health that encompasses the wellbeing of an individual, family and community, and recognises the broader social, cultural, spiritual and environmental influences on health.
- **Community control of primary healthcare** – Gidgee Healing supports community control, participation and decision making as a fundamental component of the health system.
- **Building capacity** – Gidgee Healing recognises the ongoing need to build capacity for improved health outcomes through both its own services and mainstream services, as well as through workforce, physical infrastructure and data management.
- **Working together** – Gidgee Healing recognises 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** – Gidgee Healing is committed to local level consultation and input to health service planning and delivery.
- **Accountability** – Gidgee Healing is committed to improving the health of the Aboriginal and Torres Strait Islander community of Mount Isa and the other communities in our geographic area.
- **Promoting good health** – Gidgee Healing recognises the importance of illness prevention as a fundamental component of its health service delivery.

