

### OUR VISION

Heywood Rural Health is committed to the health and wellbeing of our community.

### OUR VALUES

#### *Respect*

- We make mutual respect the basis of all interactions
- We respect diversity and respect the dignity of each person
- We embrace the differences in people and perspectives

#### *Responsiveness*

- We take actions and opportunities to create results
- We provide services that are person centred and focused on outcomes
- We keep our commitments and promises

#### *Care*

- We care about the people and the community within which we work and live
- We care about our colleagues and ourselves
- We support people to develop and build on their strengths

#### *Integrity*

- We uphold our professional ethic at all times
- We are honest and fulfil our commitments
- We are accountable for our actions

### OUR PRINCIPLES

#### *Consumer Participation*

Enable people to have a say about what influences their health and wellbeing and what would make a difference.

#### *Responsibility*

Heywood Rural Health recognises that it holds a position of trust and responsibility within the community. We fulfil this responsibility through the delivery of quality services, behaving with integrity, striving to make a community contribution and through responsible and sustainable use of resources.

#### *Accountability*

Heywood Rural Health recognises its accountability to the people and communities through working together.

#### *Collaboration*

Heywood Rural Health recognises the importance of developing trusting relationships with the community and values feedback and community contributions.

#### *Social Justice*

Heywood Rural Health promotes the dignity of all people and works to realise the innate right of all to equitable access to resources and opportunities.

## STRATEGIC DIRECTIONS

### Service Excellence

- Develop high quality services
- Empower service users, consumer groups and communities
- Develop efficient and effective responses through innovation and adoption of new service models

### Access to Services

- Provide accessible, person centred responses to consumers' needs by coordinating and integrating services within Heywood Rural Health and with those of the wider community
- Develop partnerships with other services to promote collaborative action for health and well being
- Strengthen community capacity and resilience

### Partnerships

- Seek and develop opportunities to work closely with communities where we have the skills and capacity to add value
- Coordinate services with Government and non-Government service providers in order to deliver comprehensive response to the needs of the community
- Develop partnerships with the community sector and establish joint initiatives that increase participation and access to economic, social and health opportunities

### Organisational Capacity

- Promote ongoing development of staff skills and their engagement with the work of Heywood Rural Health and support sector workforce development
- Systematically analyse and address strategic and operation issues faced by Heywood Rural Health
- Build robust infrastructure and implement sustainable practices

### Partnering with Consumers

- Enabling better planning, design and delivery of services to better meet consumer, carer and community needs
- Consumer carer and community engagement strategies to inform and support the quality and safety of service by Heywood Rural Health
- Placing people at the centre of service provision

### Building a Viable and Sustainable Health Service

- Service growth and expansion
- Implement effective, sustainable, targeted services
- Maintain and increase Heywood Rural Health's organisational infrastructure to ensure increased capacity