

NRCH 2018 – 2022 Strategic Plan

Our Vision Is:

Healthcare that builds community

What We Will Do:

Build healthier communities by making healthcare more accessible and culturally relevant

Where We're Headed:

Client Experience

Understanding what people want from their experience with us and striving to make it happen.

New and Different Approaches

Building new and different approaches into our services and programs, the ways and places we work and where we obtain our resources.

Working in Partnership

Building a partnership approach into all that we do with people and communities, staff and volunteers, funders and other organisations.

Our People

Building and supporting our workforce to be responsive, flexible, innovative and inclusive.

How We'll Make It Happen:

- By respecting and valuing people
- By learning about and understanding our communities, their preferences and needs
- By being culturally and socially welcoming and skilled
- Working with clients to support effective relationships and improving client engagement ensuring we meet the needs of socially diverse communities
- Working together on an Integrated Care Model across the organisation.

- By being a strong and creative organisation focused on high quality
- By continually learning and improving and being accountable to our clients, staff and key stakeholders
- By planning and reviewing all that we do so that we know the outcomes of our work
- By shaping our structure and the ways we use our resources to meet our strategic ambitions
- By becoming a health literate organisation
- By providing the best services and facilities to ensure NRCH remains a safe, welcoming and inclusive centre for all.

- By seeking out and being open to new and different opportunities and ways of working
- By delivering on the ambitions we share with our partners
- NRCH working in partnership with diverse communities to meet their healthcare needs
- Working in partnership with diverse communities to develop an organisation with strong cultural competency
- Communicating with the community and clients to support effective partnerships
- Research, linkages and partnerships with leading Universities and healthcare providers, with a commitment to having a positive impact on our clients.

- Effective communication, leadership & collaboration across the organisation to build a strong, client focused workforce
- Collaboration with staff, seeking their feedback on programs and services, identifying gaps & opportunities
- Nurture and develop staff to make decisions and be flexible, innovative and responsive
- Continue to attract and retain the best staff and volunteers as we continue to build a respectful, equitable, inclusive & collaborative workplace
- Value and support our staff by providing adequate resourcing and support, investing in their professional development, health and wellbeing.