

STRATEGIC PLAN 2018-2020

CCPC VISION

Better health Better Life



CORE VALUES

- Respect • Integrity • Excellence
- Collaboration • Innovation • Accountability

STRATEGIC OBJECTIVE 1:

Sustainable Organisation

- Provide an organisation that is effective, functional and accountable
- Maintain and enhance systematic governance, quality and risk across the organisation
- Build long term capacity
- Strengthen capacity through improved marketing and communication activity

STRATEGIC OBJECTIVE 3:

Service Growth

- Diversify the range of consumers we support
- Build collaborative relationships with partners and stakeholders
- Maintain and build Mental Health and Psychosocial Services
- Maintain current funded programs
- Maintain After Hours Services

STRATEGIC OBJECTIVE 2:

Service Excellence

- Demonstrate ambition and achievement
- Achieve positive service outcomes for consumers with demonstrated improved customer experience
- Adopt best practice and a customer centred approach to service provision
- Health professionals and staff are accountable for service outcomes
- Coordinate and integrate services within local service networks to benefit consumers

STRATEGIC OBJECTIVE 4:

Organisational Culture

- Respond positively to new challenges and change
- Strive for a team based staff culture underpinned by values, skills, performance, workforce development and effective communication
- Ensure staff are capable, engaged and supported