

STRATEGIC PLAN 2019-2021

CCPC VISION

Better health Better life



CORE VALUES

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

STRATEGIC OBJECTIVE 1:

Sustainable Organisation

- The organisation is effective, functional and accountable
- Continuous enhancement of systematic governance, quality and risk across the organisation
- Build long term financial and HR capacity
- Strengthen capacity and capability through improved marketing, business development and communication activity

STRATEGIC OBJECTIVE 2:

Service Excellence

- Achieve positive service outcomes for consumers with demonstrated improved customer experience
- Adopt best practice and a customer centred approach to service provision
- Accountability and responsibility for service outcomes
- Coordinate and integrate services within local service networks to benefit consumers

STRATEGIC OBJECTIVE 3:

Service Growth

- Diversify the range of consumers we support
- Build collaborative relationships with partners and stakeholders
- Leader of mental health and NDIS services
- Growth of funded programs and services

STRATEGIC OBJECTIVE 4:

Organisational Culture

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