

STRATEGIC PLAN 2019-2024

Prepared for Wirraka Maya Health Service Aboriginal Corporation
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March 2019



**HEALTH SERVICE
ABORIGINAL CORPORATION**

Summary

Our Vision

That Aboriginal and Torres Strait Islander people in the Pilbara have the opportunity to live a healthy life, with access to culturally appropriate, holistic primary and allied healthcare; social and emotional wellbeing services; and education.

Our Mission

Wirraka Maya Health Service Aboriginal Corporation (WMHSAC) promotes the individual and community health assessments, education and primary health care. The service appreciates the role of Aboriginal community members and respects the diversity of Aboriginal culture within our service area.

WMHSAC recognises Aboriginal traditional healers, cultural customs and traditions, and values the skills and experience of aboriginal people in respect of the knowledge and the local history they bring to the organisation.

Our Values

RESPECT

INTEGRITY

LEADERSHIP

INNOVATION

CUSTOMER FOCUS

TEAMWORK

Our Strategy

STRATEGIC THEME	OUR COMMITMENT	FIVE-YEAR OBJECTIVE	KEY STRATEGIES
The Health of the Community	To provide quality services that improve health outcomes for Aboriginal and Torres Strait Islander people in our community.	To be a leading provider of culturally appropriate holistic services that emphasise the prevention of preventable illness.	<ul style="list-style-type: none"> • Holistic Care • Prevention & Early Intervention • Outreach • E-health • Advocacy
Our Workforce and Leadership	To work in partnership with our staff in the delivery of our vision and for the Board to provide leadership and focus.	To develop a sustainable, skilled, and qualified workforce and Board that are committed to our vision and, where possible, locally grown.	<ul style="list-style-type: none"> • Staff Engagement • Sustainability
Our Infrastructure and Systems	To put in place the infrastructure and systems we require.	To develop the best facilities, organisational structure and processes for our continued growth and success.	<ul style="list-style-type: none"> • Organisational Structure and Information Flow • Service Centre
Our Financial Sustainability	To develop income streams other than grants to achieve financial independence.	To diversify and build income streams and reduce costs through partnerships.	<ul style="list-style-type: none"> • Maximising Revenue • Working Regionally

Overview

Our Vision Statement

That Aboriginal and Torres Strait Islander people in the Pilbara have the opportunity to live a healthy life. For us this means connection to culture, family and community. It means access to culturally appropriate, holistic primary and allied healthcare; social and emotional wellbeing services; and education that supports and sustains a healthy lifestyle.

Our Mission Statement

Wirraka Maya Health Service Aboriginal Corporation (WMHSAC) aims to promote the individual and community health assessments, education and primary health care. The service appreciates the role of Aboriginal community members in caring for the health of their immediate and extended families, and are aware of and respect the diversity of Aboriginal culture within our service area.

WMHSAC recognises and acknowledges the important contribution that Aboriginal traditional healers make in improving the health and wellbeing outcomes of the community it serves; and strives to make the organisation responsive to cultural customs and traditions. The organisation also values the skills and experience of Aboriginal people in respect of the knowledge and local history they bring to the organisation as a whole.

Our Cultural Commitment

We acknowledge the role of Aboriginal community members in caring for the health of their immediate and extended families and recognise and respect the diversity of Aboriginal culture.

We appreciate the significance of Aboriginal traditional healers and their roles in the health and wellbeing of community and endeavour to be sensitive to cultural customs and traditions.

We value the skills, the experience, the knowledge and the local history Aboriginal people bring.

Our Values

RESPECT

We treat everyone with courtesy and have regard for their dignity.

INTEGRITY

We always act with honesty and are accountable for our actions.

LEADERSHIP

We display and model positive influence towards others.

INNOVATION

We encourage new and better ways of doing things.

CUSTOMER FOCUS

Our Stakeholders are at the core of everything we do.

TEAMWORK

We develop relationships which enable us to help one another.



STRATEGIC THEME 1

THE HEALTH OF THE COMMUNITY

OUR COMMITMENT

We are committed to providing quality services that improve health outcomes for Aboriginal and Torres Strait Islander people in our community.

FIVE-YEAR STRATEGIC OBJECTIVE

To be a leading provider of culturally appropriate holistic services that emphasise the prevention of preventable illness.

Over the period 2019-2024 WMHSAC will focus on:



1.1 HOLISTIC CARE

Strengthening our whole-of-life holistic care model, by implementing a single point of entry, and integrating our social and emotional programs with the clinic.



1.2 PREVENTION AND EARLY INTERVENTION

Stepping up efforts in health promotion and disease prevention programs to stop preventable illness from happening. We will engage and empower individuals and communities to choose healthy behaviours and make changes that reduce the risk of developing poor health.



1.3 OUTREACH

Improving access for hard-to-reach communities in the region. We will work with communities to develop localised services that meet their needs, avoid duplication, build independence and fill gaps in service delivery.



1.4 E-HEALTH

Utilising technology to improve health care, reducing patient travel, maximising continuity of care and keeping our people on country.



1.5 ADVOCACY

Advocating for health reform and improved living conditions for our community.





STRATEGIC THEME 2

OUR WORKFORCE AND LEADERSHIP

OUR COMMITMENT

To work in partnership with our staff in the delivery of our vision and for the Board to provide leadership and focus.

FIVE-YEAR STRATEGIC OBJECTIVE

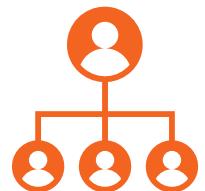
To develop a sustainable, skilled, and qualified workforce and Board that are committed to our vision and, where possible, locally grown.

Over the period 2019-2024 WMHSAC will focus on:



2.1 STAFF ENGAGEMENT

Developing effective teamwork and good staff working relationships; engaging staff in a common and unclouded vision around care quality and staff accountability.



2.2 SUSTAINABILITY

Ensuring our staff and Board positions are filled with competent and committed people and that we have a view to succession planning.





STRATEGIC THEME 3

OUR INFRASTRUCTURE AND SYSTEMS

OUR COMMITMENT

We are committed to the principles of good governance and management and to put in place the infrastructure and systems we require.

FIVE-YEAR STRATEGIC OBJECTIVE

To develop the best facilities, organisational structure and processes for our continued growth and success.

Over the period 2019-2024 WMHSAC will focus on:



3.1 ORGANISATIONAL STRUCTURE AND INFORMATION FLOW

Developing an organisation structure and systems to support a holistic approach to service delivery.



3.2 SERVICE CENTRE

Bringing to fruition plans for a new service centre building in South Hedland. Maximising the new building's contribution to delivery of holistic services and to financial sustainability.





STRATEGIC THEME 4

OUR FINANCIAL SUSTAINABILITY

OUR COMMITMENT

We are committed to achieving financial independence.

FIVE-YEAR STRATEGIC OBJECTIVE

To diversify and build income streams and reduce costs through partnerships.

Over the period 2019-2024 WMHSAC will focus on:



4.1 MAXIMISING REVENUE

Attracting new income streams through MBS billing, fee paying services, leasing space and through building strong partnerships with other organisations and language groups.



4.2 WORKING REGIONALLY

Pursuing opportunities through Pilbara Aboriginal Health Services (PAHS) to share professional services with other health service providers in the region.



Estimated Timeline

2019/20

- Holistic Care
- Prevention & Early Intervention
- Outreach
- E-health
- Advocacy
- Staff Engagement
- Sustainability
- Organisational Structure and Systems
- Service Centre
- Maximising Revenue
- Working Regionally

2020/21

- Holistic Care
- Prevention & Early Intervention
- Outreach
- E-health
- Advocacy
- Staff Engagement
- Sustainability
- Organisational Structure and Systems
- Service Centre
- Maximising Revenue
- Working Regionally

2021/22	2022/23	2023/24
<ul style="list-style-type: none"> • Holistic Care • Prevention & Early Intervention • Outreach • E-health • Advocacy • Staff Engagement • Service Centre • Maximising Revenue • Working Regionally 	<ul style="list-style-type: none"> • Holistic Care • Prevention & Early Intervention • Outreach • E-health • Advocacy • Staff Engagement • Maximising Revenue 	<ul style="list-style-type: none"> • Holistic Care • Prevention & Early Intervention • Outreach • E-health • Advocacy • Staff Engagement • Maximising Revenue





HEALTH SERVICE
ABORIGINAL CORPORATION

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