



STRATEGIC OBJECTIVES	Strengthening Governance	Building a capable workforce supported through investment in technologies, infrastructure, and training	Improving the lives of individuals and families through quality health service provision and other support services	Building and sustaining relationships with all stakeholders
STRATEGIES	<ol style="list-style-type: none"> <li>1.1 Maintain a strong, accountable, and transparent leadership and governance culture lead by a Board of Directors and Executive Leadership team that demonstrate diversity in skills and capabilities with a focus on long term strategy, a commitment to continuous quality improvement and enhanced oversight of risk.</li> <li>1.2 Ensure plans (Strategic – Board level and Operational – Business unit level) are in place across the organisation to guide our direction, functions, and actions.</li> <li>1.3 Maintain strong accountable management and governance processes across the organisation supported by the strengthening of operational policies and procedures; the provision of safe and appropriate infrastructure; and integrated information technology systems that supports service delivery.</li> <li>1.4 Ensure financial sustainability by maintaining a robust financial management and reporting framework and effective budget management, including the on-going development of stable and diversified funding and other income streams.</li> <li>1.5 Ensure that the compliance and reporting requirements of funding bodies, regulatory authorities and accreditation agencies are met.</li> </ol>	<ol style="list-style-type: none"> <li>2.1 Build and retain a competent and skilled workforce which exhibits a strong commitment to excellence in customer service.</li> <li>2.2 Strive to be an employer of choice for Aboriginal and Torres Strait Islander people and we will continue to focus on growing our Aboriginal and Torres Strait Islander employee numbers at all levels and in all roles.</li> <li>2.3 Promote a thriving workplace culture that operates in a healthy, safe, rewarding, and respectful work environment, and encourages innovation and sharing of skills and experience, builds staff capacity and supports ongoing skill development and is backed by high quality human resources systems, processes, and services.</li> </ol>	<ol style="list-style-type: none"> <li>3.1 Increase access to primary health care services and strengthen our regular client base through engagement of clients, staff, members, and the wider local community</li> <li>3.2 Develop and extend strategies to integrate key social services into primary health care delivery within a framework of safe, spiritual, physical, mental health, and social wellbeing needs.</li> <li>3.3 The care and support of our elders is important to us. In addition to services and programs already available to our Elders such as NDIS, we will work to establish Aged Care Services and programs inclusive of registration as an Aged Care Services Provider.</li> <li>3.4 Ensure foundations are embedded for lifelong learning and wellbeing through quality parent and early childhood education programs that support positive education transition.</li> <li>3.5 Deliver other quality and culturally appropriate community-based programs that enhance the social, emotional wellbeing of the Aboriginal and Torres Strait Islander peoples in the Ipswich and West Moreton area.</li> </ol>	<ol style="list-style-type: none"> <li>4.1 Explore and value the input of other organisations with similar values and key stakeholders from across the health, education, and social services sectors to influence and improve the health and wellbeing of the Aboriginal and Torres Strait Islander peoples, their families, individuals and the community we serve.</li> <li>4.2 Actively promote the services, programs and achievements of Kambu Health through increased communication with our members, clients, the community, and other key stakeholders.</li> <li>4.3 Value all feedback, ensuring opportunities to improve are considered and where applicable implemented.</li> <li>4.4 Actively work to increase our membership to ensure the voice of the community is front and center.</li> </ol>
HOW WE WILL MEASURE OUR SUCCESS	<ul style="list-style-type: none"> <li>✓ Quality and timeliness of Reporting to Board</li> <li>✓ Strategic and Operational Plans in place, regularly reviewed and refreshed and performance criteria met or exceeded.</li> <li>✓ Finance, Audit and Risk Management Committee (independently chaired), established, and meets regularly and reports to board.</li> <li>✓ Financial Performance Actual – Budget and results from audits (internal and external), including issues raised are analysed and improvements made.</li> <li>✓ Risks Identified and successfully mitigated</li> <li>✓ All standards met and relevant accreditations maintained.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Staff satisfaction (Bi-Annual Employee Satisfaction Survey)</li> <li>✓ Reduction in staff turnover</li> <li>✓ Increase in Aboriginal and Torres Strait Islander employee numbers</li> <li>✓ All employees have current Performance and Learning Plans in place</li> </ul>	<ul style="list-style-type: none"> <li>✓ Increase our client numbers, clinic appointment availability, clinic appointment attendance.</li> <li>✓ Improvements against the National KPIs established for the betterment of Aboriginal and Torres Strait Islander Health.</li> <li>✓ Increased participation in chronic disease-based management with expansion of CCSS clients and number of case conferences.</li> <li>✓ Increased referrals and enrollments in parent and early childhood education programs along with improved maternal and child health outcomes.</li> <li>✓ Build and maintain enhanced service pathways that maximise client participation in all funded community-based programs.</li> <li>✓ Client survey results.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Number of activities and stakeholder meetings conducted and level of participation</li> <li>✓ Regular meetings held with key stakeholders and funding bodies, including the socialisation of key strategies for feedback</li> <li>✓ Increased awareness and support for Kambu Health</li> <li>✓ Level of compliments/complaints received and responded to in a timely manner</li> <li>✓ Membership growth</li> </ul>