

How to use this document

This information is written in an easy to read way.

We use pictures to help explain some ideas.



This document has been written by Gateway Health.

When you see the word 'we' it means Gateway Health.

Some words are written in **green bold**. These may be new or hard words.

We tell you what these words mean on page 6 and page 7.



This easy to read document is a summary of another document.

You can find the other document on our website at

http://gatewayhealth.org.au/images/aboutus/gateway_health_strategic_plan_summary_2017_digital.pdf

You can ask for help to read this document.

A friend, family member or support person can help you.

Gateway Health Strategic Plan 2017 – 2020

This plan tells you

- what we want to do for the next 3 years
and
- how we will do these things

This plan is based on our **vision**, **mission** and **values**.

- Our vision is ‘people living well’.
- Our mission is ‘Gateway Health provides primary care and support to all in our community and focuses on providing services to those with the highest risk of poor health’.
- Our values are
 - we care
 - we **achieve**
 - we work together
 - we learn
 - we **innovate**

This plan has 5 things we want to do.

1. Encourage our services to give care that meets the needs and wants of each client.

To do this we will

- give clients, their families, and carers the information and help they need to make the best choices about their care
- keep track of our **service outcomes** so we can make positive changes to client care
- keep giving client care that is **best practice**
- make sure that our services give all clients safe and **effective** care

2. Make our workplace culture better

To do this we will

- make and use a plan which tells us how to make our workplace culture better
- keep encouraging staff to become better at their jobs

3. Make sure we have services that can help the needs of people living in Wodonga, Wangaratta, Myrtleford and the towns near them.

To do this we will

- make and use a plan that helps us to know how we can make our services better for people who use them. The plan will also help us to find out what people need from our services and how we can help them to get it.
- make and use a **settings-based approach** for our vision of ‘people living well’
- make a **financial plan** that lets us keep giving services

4. Make our organisation and our staff better.

To do this we will

- make and use a program to help our staff work using our values
- make and use a plan that helps us to **respond** well to change
- use a leadership program to help us keep getting better at our jobs
- keep track of how successful our services are to help us make positive changes to the organisation

5. Make sure people know who we are and how we can help them

To do this we will

- Make and use a plan to tell people about our organisation
- Make and use a plan that helps people to use our services. The plan will help us to think about the different needs and wants of everyone who uses our services.

New or hard words

Vision

This is what we want to happen in the future.

Mission

This is what we do.

Values

These are things we think are important.

Achieve

Become better at our job or work tasks.

Innovate

Make or change things to make something better.

Encourage

Help motivate someone to do something.

Service outcomes

The progress and results client get from receiving our services.

Best practice

The best or most correct way to provide services.

Effective

Something that is successful in doing what it is supposed to do.

Workplace culture

The mood and personality of our organisation.

Settings-based approach

The way a healthcare team works together to stop people from getting diseases.

Financial plan

A plan that tells us how our money should be used.

Respond

How you react to something.