

Strategic Plan 2020-2023



gateway health

People living well

Gateway Health's 2020-2023 Strategic Plan outlines the future Gateway Health strives for, the organisation's role in delivering on this, and the outcomes and areas of development that the organisation will focus on over the next three years.

The plan recognises and builds on achievements and learning from the 2017-2020 Strategic Plan and draws upon the knowledge and priorities outlined in Gateway Health's Service Plan 2019-2029.

It has been developed in close collaboration with Board, staff, community, and partners from across the region.

Our principles

We ADVOCATE for fair and equitable access to health care and wellbeing services for all.

We RESPECT the strength of individuals and the community, and their capacity to recover from adversity.

We RECOGNISE the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.

We ACTIVELY LISTEN and work alongside the community and each other to design and deliver better solutions.

We BELIEVE a learning culture is critical to enhancing the wellbeing of staff, clients and the community.

We CONTRIBUTE to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.

Our vision

People living well

Our vision is for people to live well across their lifespan.

Our purpose

To provide care and services that connect the community and strengthen individual and population health and wellbeing.

Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health.

Our values



Our aspirations

What we are aiming for:



Accessible services that engage the communities we serve and create a positive client experience



Service models that adapt, thrive and respond to meet the outcomes sought by clients and the community



Leadership that enables and strengthens our staff and the communities we serve



Collaboration that connects and streamlines services to deliver individual and population health outcomes

Our enablers

What will help us to get there:



Trust throughout the community that positions us as a first-choice provider in the care and support of the communities we serve



Diverse, inclusive and empowered people and teams that drive excellence in our service



Evidence-informed service design that guides our practice and responds to client and community need



Financial and operational strength that enables growth and provides agility



The Strategic Plan 2020-2023 means you can count on us to:

- Build trust within the community
- Recognise the unique characteristics of people
- Work with people to deliver what they tell us they need
- Respond to the needs of people
- Be flexible, fair and non-judgmental in our approach
- Encourage and support learning
- Provide up-to-date care
- Teach people to manage their own health
- Work with other organisations and community groups
- Achieve the best possible outcomes for our clients