

SCHS is a not-for-profit organisation which commenced operation in 1976 in Merbein, approximately 10km from Mildura.

SCHS takes a holistic approach to the needs of clients and the community with an emphasis on continuous quality improvement and excellence in service delivery based on the principles of collaborative primary care.



Sunraysia Community Health Services

our values

and code of conduct

Our staff are in a unique position of trust requiring standards of behaviour that reflect community expectations.

Our Code of Conduct applies to all SCHS employees whether full time, part time, casual, contract, permanent, temporary, trainee or apprentice.

Maintaining the trust of the public means our staff properly using the resources, information and authority to:

- ensure that the personal interests of our staff do not adversely influence the way we carry out our duties.
- complying with Acts, Regulations, Guidelines and Policies relevant to our work.
- The following three broad values underpin our ethics and standards of conduct:
 - Integrity
 - Respect
 - Accountability



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Strategic Plan

2010 – 2013

our vision

Promoting health and well-being.

our mission

We will provide to our community the right service, at the right time, in the right place by the right people.



our goals

strategies to be implemented

1

OUR CLIENTS

We will provide the right service, at the right time and in the right place

- 1.1. Undertake current and projected client profiling within each service area
- 1.2. From the client profiling undertaken, identify service delivery gaps which need to be developed
- 1.3. Develop a policy, procedure and protocols for effective internal client referrals
- 1.4. Investigate and develop a common client management system across all services which incorporates a recall and reminder system
- 1.5. Review and modify the client survey to ensure that services are timely, appropriate and accessible
- 1.6. Review the current Communication Strategy to ensure better client/service targeting
- 1.7. Investigate the feasibility of developing additional satellite service sites

2

OUR PEOPLE

We will value, recognise and develop our people

- 2.1. Develop and implement competency-based professional development programs for staff
- 2.2. Participate actively in the NMPCP workforce development initiative for the health sector
- 2.3. Review the volunteer policies and procedures to ensure that we are meeting both their needs and our needs
- 2.4. Ensure that the organisational structure supports realistic career pathways
- 2.5. Ensure that all workplaces provide a safe and productive environment

3

OUR COMMUNITY

We will grow and develop our community

- 3.1. Actively support and promote the Mildura Rural City Council Community Engagement Framework
- 3.2. Develop and implement a Bequests/Donations policy and process
- 3.3. Implement the Worksafe 'Workhealth' initiative within the broader business and general community
- 3.4. Support the development and expansion of Indigenous and Culturally and Linguistically Diverse (CALD) specific services
- 3.5. Advocate on behalf of our community on health related issues

4

OUR PARTNERS

We will be a partner of choice

- 4.1. Develop or review key mutually beneficial and strategic partnerships across key service areas
- 4.2. Develop agreements with key universities regarding student placements
- 4.3. Maintain and promote the SCHS ISO accreditation and other service-specific accreditation
- 4.4. Establish and/or maintain representation on relevant and beneficial regional and state forums and bodies
- 4.5. Partner with the Mildura Aboriginal Corporation/ Mildura Aboriginal Health Services in the "Closing the Gap in Health Outcomes" initiative

5

OUR ORGANISATION

We will pursue organisational excellence

- 5.1. Actively pursue the review of the Redevelopment Master Plan, and investigate funding alternatives
- 5.2. Investigate interim accommodation options, dependant on the Master Plan outcomes
- 5.3. Investigate the potential development of a separate business arm for the organisation
- 5.4. Ensure that SCHS operates in an environmentally sustainable manner
- 5.5. Maintain a level of service across the organisation which is recognized by relevant awards
- 5.6. Investigate opportunities for the diversification of the revenue base and for the attraction of new business
- 5.7. Ensure Health Promotion is integrated into all aspects of service delivery across the organisation.