



HOBART DISTRICT NURSING SERVICE Inc

STRATEGIC PLAN

2017-2022



BOARD CONSIDERATION/APPROVAL: June 2015
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OUR PURPOSE

Committed to Care



OUR VISION

**Tasmania's most trusted home and community
care provider**




OUR VALUES

The following values guide the day to day operations and future planning of the District Nurses:


Commitment

-  We are committed to the delivery of quality services

Equality

-  We respect the rights of everyone regardless of their circumstances


Trust

-  We are recognised for our reliability and the highest standards of care


Versatility

-  We are responsive to our customers' needs, rights and choices

Excellence

-  We strive to perform to the highest standards and deliver the best services.

Transparency

-  We are always open to scrutiny and are professional, safe, ethical and honest



OUR ENVIRONMENT

The District Nurses is committed to continued efficiency and effectiveness in its operations characterised at all times by:

- 📄 Maintenance of a primary health care focus in the delivery of services to Tasmanians
- 📄 Equity and choice in access to our services for all customers
- 📄 Striving for continuous quality improvement in all services and operations
- 📄 Monitoring safety and reporting incidents and errors quickly and transparently
- 📄 Providing a positive, safe and healthy workplace for our people
- 📄 Adherence to a well-understood and promoted Code of Conduct
- 📄 Compliance with legislative, regulatory and contractual obligations including health care standards
- 📄 Upholding principles of transparency and open disclosure
- 📄 Maintaining current knowledge of the external factors influencing our business
- 📄 Maintaining strong leadership and governance including effective mechanisms for risk identification and management
- 📄 Using resources in a manner which best supports the sustainability of our organisation and its services into the future



SCOPE


This Strategic Plan 2017-2022 outlines a number of forward-looking strategies to build our capacity and reputation and respond appropriately in the environment in which we will be operating

This Plan will guide the direction of The District Nurses for the next five years.




OUR STRATEGIC OBJECTIVES

1. Our People

-  To attract and retain the right people to ensure that we meet our operational and strategic objectives

2. Our Customers

-  To meet the current and future needs of our customers


3. Our Business

-  To ensure we continue to be financially viable








OUR PEOPLE








Objective

-  To attract and retain the right people to ensure that we meet our operational and strategic objectives

Strategies to achieve our objective

-  To preserve our competitive advantage in recruitment and retention
-  To always provide a safe and healthy workplace for staff
-  To continue to invest in the on-going professional development of our staff
-  To provide opportunities for staff to participate in setting the future directions of the organisation
-  To create a workplace that is fair and inclusive and promotes a workforce which better reflects the diversity of our communities


Outcome Indicators

-  Stable workforce
-  Peer recognition
-  Employer reputation
-  Staff professional development needs assessed and appropriately met
-  Staff understand and demonstrate commitment to our values
-  Operational plans are aligned to our strategic objectives
-  Workforce diversity is a part of everyday business







OUR CUSTOMERS




Objective

-  To meet the current and future needs of our customers

Strategies to achieve our objective

-  To be a provider of choice and outperform other providers by delivering services that are best practice as measured against those of other providers
-  To ensure our services remain responsive to needs
-  To maintain and improve opportunities for client feedback to support continuous quality improvement
-  To investigate new service opportunities which align with and enhance our core strengths and values


Outcome Indicators

-  Improvement in service quality measured against best practice standards
-  Evaluation of client feedback
-  New service opportunities identified








OUR BUSINESS






Objective

-  To be recognised as the leading provider in home and community care

Strategies to achieve our objective

-  To expand our market share in the delivery of home and community care services
-  To pursue investments that are consistent with our strategic objectives
-  To use and improve systems and processes to improve efficiency and sustainability
-  To demonstrate leadership and good governance
-  To implement a communication strategy to build our reputation

Outcome Indicators

-  Increased market share as measured by increases in cash flow and occasions of service
-  Business development opportunities identified and successfully capitalised on
-  Evidence of system improvement
-  Board and management performance and professional development needs assessed and addressed appropriately
-  Communication strategy developed and implemented