



cohealth
strategic plan
2015–2018

vision

Healthy communities,
healthy people.

mission

Improve health and wellbeing
for all and tackle inequality,
in partnership with people
and the communities they
live in.

values

We care about the whole
person and place people
at the centre of everything
we do through:

Inquiry and innovation:

we are curious and inquisitive and
think outside of the box; research and
evidence underpin our work.

Respect:

we treat all people with respect
and dignity.

Courage:

we are focused on doing our best,
trying new things and speaking up
for what is right.

Social equity:

we are committed to fairness
and equality, making sure rights
are foremost in our thoughts and
actions, and making sure no one
is left behind.

foreword from the chair and chief executive

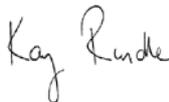
The cohealth Board of Directors and Executive Leadership Team are proud to make available the first Strategic Plan for cohealth. This plan is based on an extensive consultation process with the community, staff and the wider health sector, and reflects many things you would expect from a rights-based community health organisation: better health outcomes; nurturing diversity; a strong and values-based workforce; and empowering people to be involved in co-designing the services that they use.

Our plan also contains some bold ideas about the future health care system that the cohealth Board would like to see. cohealth needs to be contemporary, bold, progressive and evidence-based. We must not just be a provider of quality health care, but play our part in building a better, more responsive, more cost-effective health system. We must help to meet the challenges facing Australia's primary health care sector. These challenges include funding mis-matches, vast systemic changes brought by the National Disability Insurance Scheme, and a shift in the community towards complex, long-term and chronic physical and mental health conditions.

We want to be welcoming; to advocate for what is right; to be a good partner; and to be a good neighbour. We want to care about all the things that impact on the wellbeing of people – but our focus is on health equity. We recognise that the people we serve face barriers to good health throughout the whole of their lives: low income; poor infrastructure; low health literacy; and lack an understanding of our complex health system.

Addressing these barriers and responding with a proactive and integrated service, will improve people's ability to manage their own health, and reduce the cost to the public health system.

But a plan is only as good as its implementation. Our goal over the next three years is to work hard together with you, the people we deliver services to or partner with, and our staff, to provide a welcoming, engaged and integrated community health service.



Kay Rundle
Chair
cohealth



Lyn Morgain
Chief Executive
cohealth



Kay Rundle



Lyn Morgain

about this strategic plan

The inaugural cohealth strategic plan 2015–18 focuses our efforts on supporting people with the greatest need and the poorest health. It captures who we are today, but it also describes our vision and intentions for the future.

cohealth is a large community organisation of more than 850 staff, delivering health services from over 40 sites across 14 local government areas in northern and western metropolitan Melbourne. We also conduct statewide programs that improve community and individual health and wellbeing.

Each year we deliver almost half a million medical, dental, mental health, allied health, and community support services to over 110,000 people. At the core of these services are principles of human rights, co-design and a social model of health.

We understand that an ageing population and workforce, rising chronic disease, a revolution in information and technology, and changing user expectations mean we must adjust and evolve.



We welcome and celebrate diversity in all its forms. We recognise that by working in partnership with people, consumers, clients and carers we create many opportunities for participation and innovation. By working together we create a stronger voice in public debates that can be a catalyst for health equity and system reform.

The people who access our services come from marginalised communities, face multiple health disadvantages and are frequently at risk of falling through gaps in health systems and funding.

The plan was developed with input from over 550 staff, partners and many of the people that use our services. We hope it gives expression to their dreams for a vibrant, diverse, innovative, enduring and caring community health service that remains deeply grounded in local community.

five focus areas

This strategic plan represents the direction cohealth will take towards our vision of healthy communities, healthy people. We will focus on improving the health and wellbeing of the people and the communities we work with, involving them in service design, development and delivery. We will be a strong voice for the rights of people to access health care. Our workforce will be diverse, welcoming and innovative, our organisation progressive and enduring.



Our five key focus areas:

1 Deliver better health outcomes for people

2 Keep people and communities at our core

3 Be a strong voice for system reform and health equity

4 Build an engaging, innovative and healthy workforce

5 Be a progressive and enduring organisation

1

deliver better health outcomes for people

cohealth will improve health outcomes through high quality care for every person, every time

Goal 1:

Deliver high quality and integrated services tailored to the experience of the whole person

Goal 2:

Continuously evaluate and improve service and organisational outcomes

Goal 3:

Conduct research to contribute to the evidence base



cohealth is accessible and welcoming, we celebrate diversity in all its forms

2

keep people and communities at our core

cohealth will engage people using a co-design, consumer model

Goal 1:

Demonstrate service user participation in all aspects of our work

Goal 2:

Lead the development and evidence-base for models of consumer co-design

Goal 3:

Empower people to make informed choices and drive outcomes



co-design is embedded in our structure and the way we work

3

be a strong voice for system reform and health equity

cohealth will promote health equity through courageous, evidence informed and rights-based advocacy, practice and partnerships

Goal 1:

Identify, build and strengthen strategic partnerships that support cohealth's work across service types and settings

Goal 2:

Lead rights-based advocacy for a stronger, more efficient and equitable health system

Goal 3:

Strengthen understanding of the relationship between inequity, the social determinants of health and health outcomes



community engagement and partnerships are key foundations for our work

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build an engaging, innovative and healthy workforce

Great healthcare begins with a strong, values-based workforce. cohealth will foster a culture of staff engagement, continuous improvement and wellbeing

Goal 1:

Foster and embed cohealth values within a productive and efficient workforce

Goal 2:

Nurture a culture of diversity, quality and safety

Goal 3:

Build an agile workforce through sector-leading workforce learning, development, engagement and capacity building



cultivating innovative practice and staff engagement through initiatives like our internal grants program

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be a progressive and enduring organisation

cohealth will develop sustainable, robust and flexible means of delivering long-term community outcomes

Goal 1:

Strengthen our governance systems and processes required to support an accountable, transparent and high functioning organisation

Goal 2:

Advance organisational financial sustainability, including diversifying revenue sources

Goal 3:

Develop infrastructure and assets that support organisational and community need

Goal 4:

Create contemporary 'places and spaces' that support innovation, energise and enable people to flourish



catering for community health needs now and into the future

contact us

Call us to find out about our services in and near:

Collingwood, Fitzroy
and Melbourne CBD
Ph. 9411 4333

Flemington, Moonee Ponds
and Niddrie
Ph. 9377 7100

Footscray, Braybrook,
Werribee and Melton
Ph. 8398 4100



Free access to an interpreter.
Phone 131 450
and ask them to call us
on one of the numbers above.

cohealth acknowledges the traditional custodians of the land on which our offices stand and pays respects to Elders past and present.

We acknowledge the sorrow of the Stolen Generations and the impacts of colonisation on Aboriginal and Torres Strait Islander people. We also recognise the resilience, strength, and pride of the Aboriginal community.

We acknowledge that this land is a place of age old ceremonies of celebration, initiation, and renewal and that Aboriginal and Torres Strait Islander people's living culture has a unique role in the life of this region.

cohealth.org.au



cohealth thanks staff and friends of cohealth for allowing us to use their photos in this plan.

