

The Western Region Health Centre Strategic Plan 2011 – 2015

Our Vision

To create healthy and connected communities in Melbourne's West through the delivery of high quality, accessible community and health services.

Our Principles

Our work is underpinned by a human rights-based approach that values:

- **Participation:** We work to improve access to our services by creating opportunities for active and meaningful participation.
- **Accountability:** We have strong systems that are open and transparent and we actively encourage and respond to feedback.
- **Non-discrimination and attention to vulnerable groups:** We work with the most disadvantaged people to improve their health and wellbeing.
- **Empowerment:** We work alongside a strong and well-connected community that is supported to have a voice.
- **Linking practice to human rights standards:** Our work promotes and protects the rights of staff, consumers and the wider community.

Our Goals

To listen to the people we work with

To understand our communities' needs

To build environments that promote health and wellbeing

To lead change for people and communities

Outcomes

- Communities and clients are actively involved in our services.
- Our staff feel valued, supported and satisfied.
- We are flexible and responsive to need.
- Our services are accessible, safe, and welcoming.
- We deliver quality services that are well connected.
- Evidence informs our directions and decisions.
- Our work improves health and wellbeing.
- We are a leading contributor to health promotion, planning and research.
- We engage in partnerships that help us achieve our vision.
- We develop our staff and communities.
- We invest in infrastructure that supports the sustainability of our work.
- We advocate for the needs and rights of our community and clients.
- We show a commitment to learning, innovation, and improvement.
- We demonstrate the effectiveness of our work.
- We have strong organisational systems and leadership.