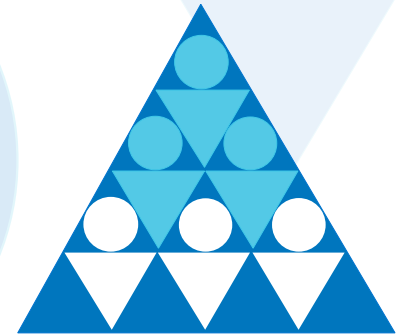


Strategic Plan

2018 - 2022



Quality
ISO 9001



CENTRECARE
"People Making Time for People"



*Tony Pietropiccolo AM
Director*

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Our Message

Centrecare's 2018-22 Strategic Plan is focused on the organisation's need to remain relevant to the people and communities it serves. The Plan expresses a commitment to ongoing improvement. It provides a clear direction for the development of staff both in regard to their skills and the maximisation of individual potential.

In an environment that presents several challenges to not-for-profit organisations, it's imperative for Centrecare to keep abreast of developments in technology, workforce management and service delivery. This document outlines how Centrecare intends to achieve this and restates the importance of financial sustainability and effective governance in the provision of quality services.

The Plan requires the organisation to communicate to the broader community its altruistic purpose, values and actions. The various strategies contained in this document are inspired by Centrecare's desire to provide the community with excellent services; services which respect the intrinsic worth of each person.

Our sincere thanks to all who were involved in what was a lengthy consultation process for their ideas and willing participation. The Centrecare Board, management and staff are committed to translating this Plan into a lived reality.



*Anne Burns
Chairperson*

A handwritten signature in black ink, appearing to read 'Anne Burns'.

Our Vision

Centrecare aspires to be a respected and influential organisation that improves the lives of all.

Purpose

To enhance wellbeing and resilience.



Strategic Objectives

- Develop with our clients.
- Consolidate and strengthen our business model.
- Build capability for a changing organisation.
- Continue to strengthen the financial underpinnings of Centrecare.
- Project an altruistic presence in the community.

*How we are
going to
do it*

Together with our clients

- Ensure active positioning for and pursuit of customer directed services relevant to the vision for Centrecare.
- Determine future location/accommodation options in response to the changing nature of communities, client need, service models and workforce requirements.

Consolidate and strengthen our business model

- Review front line management and structure arrangements to align the role to the position descriptions across the business.
- Review delegation and risk management regimes appropriate to the nature of services provided by Centrecare.
- Update governance and risk management frameworks in response to emerging trends, issues and changes to government policy.

Project an Altruistic Presence in the Community

- Explore the better marketing of Centrecare to assist all members of leadership as they advocate, promote and project the story of Centrecare.



How we are going to do it

Build capability for a changing organisation

- Implement a new leaders program to ensure leadership for tomorrow with a priority on front line support and supervision.
 - * Explore the establishment of an “Innovation Fund” – to provide internal scholarships for short term experience, exchanges and business strengthening projects.
 - * Invest in the development of talent and expertise across the organisation.
- Identify business strengthening initiatives across the whole organisation.
- Explore the best use of information, communications and technology in all aspects of the organisation.
- Plan for diversity and changing patterns of workforce participation and its impact.

Continue to strengthen the financial underpinnings of Centrecare

- Apply a rigorous “client benefit” test to all new funding and tender opportunities and elect to not pursue tender opportunities that place client outcomes and organisational wellbeing at risk.
- Examine and assess work with consortia, partnerships and joint venture arrangements where superior client outcomes can be achieved without undue reputational risk, poor alignment of values or service quality.



Success

We will know we are successful if we:

- Consolidate and improve the quality and range of services offered by Centrecare in Western Australia.
- Strengthen organisational sustainability and capacity to meet the changing needs of our clients, consistent with our purpose, values and strategic priorities.
- Demonstrate influential senior leadership that secures best outcomes for Centrecare's clients and invest in the talent and capability of Centrecare's future management.
- Develop and encourage a workplace culture that celebrates inclusion, diversity and effective performance.



Respect

Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.

Compassion

An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

Excellence

A commitment to the continued improvement of our skills and to the highest standards in service delivery.

Acceptance

Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

Celebration

Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.

Professionalism

Delivering services and treating others in a non-judgemental, caring and highly proficient manner.

Our Values

Our Locations

Perth

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