

# LCHS STRATEGIC PLAN 2025-29

## OUR VISION

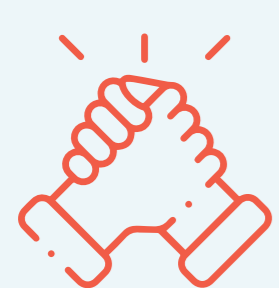
Better health, better lifestyles, strong and inclusive communities.

## OUR VALUES

- Providing excellent service
- Creating a successful environment
- Always providing a personal best
- Acting with the utmost integrity

## OUR PURPOSE

We exist to enable people in our communities to thrive by providing quality care, support, education and connections.



### MAKE IT ONE.

Enhancing the experience and outcomes for both the people we support and our staff.



### MAKE IT EASY.

Simplifying engagement with LCHS, both for people we support and our staff, by investing in efficient fit-for-purpose technologies, systems and processes.



### MAKE IT SUSTAINABLE.

Strengthening LCHS' sustainability through strategic growth, financial discipline and environmentally conscious practice.

## Strategic initiatives

### Initiative 1:

Review and refine the model of care with a focus on:

- Creating a consistent care experience across the organisation
- Streamlining external and internal referral pathways
- Establishing roles and developing tools to better support service navigation across the range of services within LCHS
- Exploring options to increase LCHS' reach and range to respond efficiently to the needs of people we support (e.g. through leveraging digital modalities such as webchat and telehealth).

### Initiative 2:

Develop a quality framework, across all LCHS services / programs, ensuring safe, effective, person centred and connected services.

### Initiative 3:

Develop a brand strategy that brings clarity to our staff and the people we support.

### Initiative 4:

Build LCHS' partnerships with local providers to expand referral pathways, broaden the range of services available and address service gaps.

### Initiative 5:

Develop and implement a growth strategy that:

- Is centred around expanding the range of services each person we support accesses at LCHS (directly or through partnerships)
- Identifies a clear pathway to diversify the organisation's revenue streams, including expansion into fee-for-service models
- Defines how LCHS will identify and pursue future growth opportunities.

### Initiative 6:

Implement a digital strategy that enables community health, connects our services and minimises duplication of effort.

### Initiative 7:

Expand the scope and membership of LCHS' customer voice groups to further embed lived experience in the design and delivery of services / programs and ensure the groups are representative of the communities that LCHS supports.

### Initiative 8:

Implement an approach that supports staff learning, development and knowledge sharing (including understanding where specific skills and expertise sit across the organisation).

### Initiative 9:

Develop a single digital view for every person we support, no matter their needs or services.

### Initiative 10:

Review the financial sustainability of services / programs across LCHS to identify opportunities to strengthen our viability.

### Initiative 11:

Develop an advocacy plan that articulates the key areas / topics that LCHS will focus its efforts on and its approach to advocacy work.

### Initiative 12:

Develop and implement a strategy to enhance the environmental sustainability of LCHS programs.

### Initiative 13:

Develop an internal staff mobility model to facilitate cross-directorate training, career pathways and collaboration.