



South West
AMS
Aboriginal Medical Service

Strategic Plan 2017 - 2022





WHO WE ARE

Our vision is to provide high quality, holistic and accessible services to the Aboriginal people of the South West region of Western Australia.

Our health, our way

We are an Aboriginal Community Controlled Health Organisation, founded on the principles of self determination, empowerment and freedom of choice.

We recognise the right of everyone to enjoy the highest attainable standard of physical and mental health.

Our organisation was born from humble beginnings in 1997, with only three staff members and six months of funding to its name.

Twenty years later, we are a thriving organisation with 67 highly trained staff, modern clinic facilities capable of servicing much of the region, and an impressive portfolio of health programmes and services.

The SWAMS motto is 'our health, our way'. This is something we will continue to pursue every day through the delivery of high quality, holistic and accessible health services to the Aboriginal people of the South West.

Our values

Our organisation is built on solid foundations of good governance, holistic care, advocacy and stakeholder engagement.

Our cultural health service operates on the basis of the following values:

- Accountability and transparency;
- Professionalism;
- Care and support;
- Honesty, trust and respect.



Our aims

- Ensure that the Aboriginal community have access to a holistic, culturally sensitive and relevant medical service;
- Provide services that support, care and educate;
- Assist in bridging the gap between cultural and main-stream services;
- Ensure that Aboriginal communities have a right to participate in decision making about their health.

Our strategy

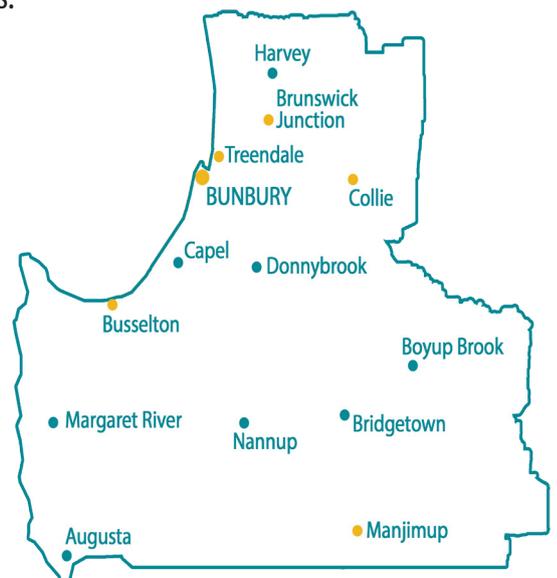
This plan provides a basis for sound and sustainable growth of our organisation.

We will work closely with our stakeholders to realise our identified goals over the next five years.

We will approach implementation with forward planning and transparency at the forefront of our minds.

Our progress will be measured by a robust set of accountabilities, overseen by the Board and Leadership Team.

Regular reviews will ensure we remain on track and focused in our pursuit for better health care.





OUR GOALS

ACHIEVING OUR VISION

We believe that the following goals will make the most contribution to advancing SWAMS and realising our vision. Our goals will underpin everything we do over the coming years to ensure the Aboriginal community have a prosperous future and quality of life to match.

Good health care

Our health is our greatest asset and our health care system should reflect this. SWAMS' work will continue to improve services, health and wellbeing for the Aboriginal community. We will prioritise and target health and outcome gaps, and improve our service delivery systems.

Good business

Building strength and sustainability in our organisation is vital to achieving our vision. We will grow our business and systems capacity, ensuring financial security and a workforce to support our goals. We will expand our service network through the Southern country areas.

Good leadership

We will build authority and influence to benefit the Aboriginal community. SWAMS will be seen as a respected authority on Aboriginal health and wellbeing. Our advocacy for the Aboriginal vision of health and wellbeing will address community problems and opportunities.

GOOD HEALTH

Ensure a prosperous future and improved health outcomes for the Aboriginal community.



Our priorities:

- Provide a high quality and culturally appropriate medical service for the Aboriginal community that is holistic, accessible, affordable, responsive and community-centric.
- Form strong and enduring partnerships across the sector that enable:
 - collaboration on solutions and ideas;
 - resource sharing and data linkage;
 - programme and service optimisation;
 - expansion of our footprint.
- Explore opportunities to develop new programmes and services in response to unmet needs and chronic service gaps.
- Pursue an expansion agenda for a well-networked and integrated service footprint in the broader South West region.
- Integrate traditional healing experts and medicinals into our service model alongside Western therapies.
- Break down access barriers and connect people to health services through technology initiatives, sustainable solutions and innovative service models.



GOOD BUSINESS

Build strength and sustainability in our organisation.

Our priorities:

- Secure our financial position through asset acquisition, diversification, and revenue generating opportunities.
- Maximise our Medicare income potential through improved clinical systems and administrative processes.
- Optimise the value of our existing equity.
- Streamline and improve our processes and systems to ensure robust management, accountability, planning, reporting and monitoring.
- Support and grow our staff through professional development opportunities, high quality resources, and recognition of excellent performance.
- Attract and retain quality Aboriginal health professionals, while migrating towards a predominantly Aboriginal workforce.
- Support Aboriginal career pathways and opportunities across the sector.
- Integrate information and communication technologies across our organisation to improve efficiency, accessibility and capability.
- Maintain compliance with relevant statutory bodies and ISO quality standards.
- Ensure our Board of Directors are diversely skilled, well-informed, reflective, and representative of a good cross section of the Aboriginal community.
- Normalise the use of Noongar language within our organisation.
- Minimise our environmental impact.

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GOOD LEADERSHIP



Build authority and influence to benefit the Aboriginal community.

Our priorities:

- Continue to establish our organisation as the best-informed authority on all matters concerning Aboriginal health and wellbeing in the South West region.
- Take a leadership position in Aboriginal health at a local, state, national and global level, ensuring we have a strong, sound and respected voice capable of influencing positive change in a political landscape.
- Advocate for better health services, access and funding for Aboriginal health in the South West region.
- Facilitate discussion and collaboration with other key players to provide advocacy for the Aboriginal community.
- Drive a research agenda through undertaking funded research, and publishing insightful studies and compelling position papers.
- Ensure our collective knowledge and expertise is current, relevant and of benefit to the Aboriginal community.
- Collaborate with external thought leaders and experts in governance and strategic planning.

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ABOUT THIS DOCUMENT

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