



# Ramahyuck

Strategic Plan 2020 - 2025

ICN 1471



# Who we are:

Ramahyuck District Aboriginal Corporation is a community controlled, member-based health and wellbeing organisation committed to delivering high-quality services aligned with the aspirations of Aboriginal families living on the lands of the Gunai Kurnai people.

Our aim is to provide culturally appropriate comprehensive primary health care and best practice medical services to residents within the Wellington, Latrobe and Baw Baw Shires of the Gippsland Region in Victoria, Australia.

# Our Purpose:

To achieve the highest level of health and wellbeing for Aboriginal individuals, families and communities in the Gippsland region by delivering whole-of-life cultural, health and wellbeing services and working with communities to achieve self-determination.

# Our Focus Areas:



Strengthening the resilience of our community and our organisation.



Providing world-class services that are safe, accessible, wanted and used.



Ensuring a sustainable and secure future for our families and our region.



Building regional coordination and collective community impact.



Facilitating the cultural determinants of health and wellbeing.



Growing and transforming our service delivery models.

# Our Strategic *Priorities* 2020 -2025:

Based on feedback and ideas emanating from community workshops conducted in 2019, the following strategic priorities will guide investment and action over the life of this Plan.

## *Priority 1:* Enhance where and how our services are delivered

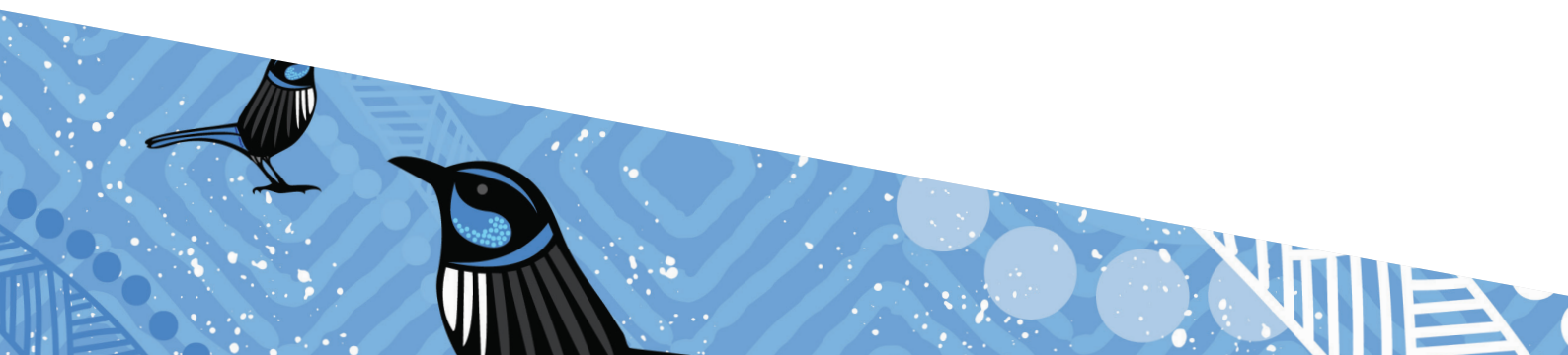
**Strengthen the delivery of Ramahyuck services within Gippsland to achieve our vision of healthy, strong and vibrant Aboriginal families.**

- Establish a Community Consultative Committee to obtain community input into planning future program and service delivery.
- Hold bi-annual community meetings to report on progress made in program and service delivery and to obtain community feedback.
- Undertake annual program mapping workshops to determine the gaps in service delivery so as to inform our discussions with funders

## *Priority 2:* Maintain quality services

**Commit to using our expertise and professionalism in a strong, dedicated, culture-led organisation, ensuring that all programs and projects, services and systems are evaluated to assess the quality of impact and outcomes enhancing health and wellbeing for staff, the Board and community members.**

- Include and support all staff and Board members in ongoing improvement activities.
- Hear about the consumer journey of using Ramahyuck programs and services by encouraging consumer involvement.
- Maintain Ramahyuck's active continuous quality management system that is used to monitor, measure and improve our processes to assist us in meeting the needs of our consumers.



## Priority 3: Facilitate collective impact

**Lead discussions with organisations of 'like-value' to gauge support for the regionalisation and coordination of operational, corporate services, human resources, contract management and reporting functions through collective impact strategies.**

- Continue to develop a database of organisations that can assist or partner with Ramahyuck to provide programs and services to our communities.
  - Formalise relationships with other entities through entering into Memoranda of Understanding or more formal agreements.
  - Determine what collaborative activities can be undertaken with external entities to maximise program and service delivery to our communities.
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## Priority 4: Invest in the future of Ramahyuck and celebrate our families


**Strengthen our connection with communities in Gippsland and celebrate community and organisational achievements in all our communications.**

- Expand our multimedia and social media activities to maximise engagement activities with our stakeholders.
  - Hold regular community events to recognise our achievements in all operational areas.
  - Develop an annual schedule of community events that incorporates social as well as health promotion activities and events.
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## Priority 5: Pursue a sustainability agenda

**Pursue entrepreneurial activities to support the generation of independent, sustainable sources of income through which the organisation can grow services and assets, and invest in people and cultural programs over time.**

- Develop a shortlist of economic development activities that will result in sustainable business ventures providing new opportunities for generating untied income.
- Enter into new business ventures that ensure Aboriginal training and employment is a central component of all business plans.
- Establish a legally separate economic development corporation to own and manage these new business ventures.



## Priority 6: Grow our local workforce and the capabilities of our community

Grow our Aboriginal employee base in all areas, including senior management, through accessing professional development opportunities such as training, mentoring and creating career pathways throughout the organisation.

- Use vocational education programs to develop and grow our Aboriginal community leadership and workforce.
- Use our networks to undertake a community-based approach to link unemployed Aboriginal people into realistic employment opportunities.
- Implement a career development and mentoring program for all employees that is tied to their annual key performance indicators.

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## Priority 7: Advance self-determination in all our community relationships

Commit to working with the Latrobe and Baw Baw communities to advance their self-determination aspirations.

- Participate in a Ramahyuck Inter-community Working Group to work with the Latrobe and Baw Baw Aboriginal communities to assist, where possible, to advance their self-determination aspirations.



# Our Role:

## In line with our vision we will:

- Include and respect our community voice and the aspirations of our members.
- Lead best practice governance, accountability and service delivery in the region.
- Ensure that local and regional cultural protocols and practices are evident in all that we say and do.
- Use collective impact to demonstrate changes in health and wellbeing outcomes for community.
- Undertake quality improvement strategies co-designed with community.
- Invest in strengths-based approaches to the delivery of cultural, health and wellbeing services and programs.
- Develop and resource local and regional education to employment pathways so community people can gain employment within the region.
- Invest in, and draw upon, our extensive Aboriginal knowledge base to create regional sustainability through cultural, innovation and entrepreneurial agendas.

“Healthy, strong, vibrant Aboriginal families living their best lives, for all their lives.”

- Our Vision.

## Head Office:

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**(03) 5143 1644**

(9:00am - 5:00pm Monday - Friday)

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