

OUR FUTURE DIRECTIONS SNAPSHOT

People are seeking increased choices to live independently with tailored support services to remain in their home, connected to family, friends and community to live the life they choose.

Both the aged care and disability support sectors continue to make important changes.

The Royal Commission into age care and disability will provide future directions to strengthen the delivery of quality care and services.

West Coast Homecare will continue to partner with consumers and communities to learn and listen to what

individuals really require to remain living in their own community.

Our future directions continue our mission and enforces our vision to grow alongside our community, through times of change by expanding our local networks to connect people to the right care, at the right time.

Our strategy for a sustainable West Coast Homecare optimises our structure to support growth, systemises and streamlines our business efficiencies and innovates for continued expansion and growth to rural communities on Eyre Peninsula.

OPTIMISE

OUR BUSINESS

ENGAGEMENT INFORMS OUR FUTURE

- ▶ Consumer Engagement Strategy
- ▶ Community Engagement Strategy
- ▶ Partners in Care Strategy
- ▶ Strategic Planning
- ▶ Financial Management Plan

OUR SERVICES

FLEXIBLE SERVICE CHOICES SUPPORT PEOPLE TO LIVE THEIR LIFE

- ▶ Service Scope of practice and workforce
- ▶ Individual Consumer Dignity and Choices Framework

OUR WORKFORCE

BUILDING, ATTRACTING AND RETAINING A SKILLED BOARD AND WORKFORCE

- ▶ Board Recruitment Strategy
- ▶ Workforce Strategy
- ▶ WCHC is an employer of choice

SYSTEMISE

OUR BUSINESS

SYSTEMISE TO CREATE EFFICIENCIES

- ▶ ICT Strategy for streamlining and efficiencies
- ▶ Information Management Strategy

OUR SERVICES

STREAMLINE THE DELIVERY OF SAFE, QUALITY CARE & SERVICES

- ▶ Customer Relations Management Strategy
- ▶ Consumer e-communication Strategy

OUR WORKFORCE

STRUCTURE FOR PEAK PERFORMANCE

- ▶ Workforce solutions create time efficiencies
- ▶ Training and Development Plan

INNOVATE

OUR BUSINESS

EXPAND AND GROW

- ▶ Research projected client populations
- ▶ Consider opportunities for expansion across Eyre
- ▶ Research opportunities to introduce best practice programs

OUR SERVICES

NEW WAYS MAXIMISE CONSUMER WELLBEING

- ▶ Research opportunity to lead wellness and reablement approaches
- ▶ Research gaps in community programs to support independent living in rural communities

OUR WORKFORCE

CREATE WORKFORCE MODELS FOR SUSTAINED RURAL LIVING

- ▶ Workforce engagement Strategy to inform workforce models
- ▶ Consumer engagement informs workforce models
- ▶ WCHC champions rural workforce models