Warrnambool & District Community Hospice

2023-2026 Strategic Plan Summary

Vision		
Our vision is for a caring and compassionate community that facilitates the choice to die in the comfort of home.		
Purpose/Mission	**Goals**	**Objectives**
To support the provision of end-of-life care at home	**Strategic Goal 1:** We will provide information and services that address barriers to home-based end of life care and meet the needs of care recipients and their care givers.	Deliver free, volunteer-based services that provide: • Non-clinical care and companionship to people who are dying at home. • Respite and support for unpaid care givers.
		Ensure services remain easily accessible, flexible, and responsive to the individual needs of those giving and receiving end-of-life care at home.
		Provide education and engagement opportunities that encourage preparation and planning for end-of-life and build awareness of Hospice and other local providers involved in end-of-life care.
	Strategic Goal 2: We will contribute to the delivery of high-quality in-home palliative care	Cooperate with local providers of palliative, healthcare, and homecare services to provide in-home support that complements, enhances. and addresses gaps in service provision.
		Build capacity to provide service in rural/remote areas surrounding Warrnambool.
		Be guided by best practice as determined by Palliative Care Victoria and Palliative Care Australia via the National Palliative Care Standards (5th Edition 2018) and Victoria's End of Life and Palliative Care Framework.
	Strategic Goal 3: We will invest in a strong and stable team of volunteer and paid staff	Provide and promote meaningful work opportunities that make a valuable contribution to the organisation and community.
		Create a safe and supportive work environment where people feel happy, engaged, valued and confident in their roles.
		Ensure ongoing opportunities for education, knowledge-building and skill development.
		Actively engage in workforce planning to meet demand for service.

	Strategic Goal 4: We will work to be financially viable	Attract government investment with a focus on recurrent and multi-year funding.
		Secure donations and support from individuals, businesses, community groups and philanthropic trusts.
		Maximise the potential of human and financial resources.
		Explore opportunities for income generation.
	Strategic Goal 5: We will help strengthen community connectedness	Address the disconnection, loneliness and isolation that may be experienced by those who are dying, their caregivers and members of the community.
		Contribute to a compassionate community that has the willingness, knowledge, and skills to care for each other in times of need.
	Strategic Goal 6: Our Committee of Management will provide effective and accountable governance.	Act in accordance with the rules of incorporation.
		Ensure there are clear roles and responsibilities for members of the Committee and its subcommittees/working groups.
		Obtain information that supports decision making and the tracking of organisational performance.
		Maintain a strong, stable, and diverse Committee with the collective skills and experiences to guide the organisation in fulfilment of this strategic plan.

Values	
<u>Compassion</u> We act with genuine warmth, understanding and empathy when listening, and responding to the needs of the people we support.	<u>Care</u> We have a person-centred approach to supporting the wellbeing of our clients, carers, and the workforce who supports them.
<u>Community</u> We recognise that it takes a village to create opportunities for people to live and die well.	<u>Choice</u> We believe people should have care options and be able to decide how and where they spend their final days.