

Toowoomba Hospice Association Incorporated
Strategic Directions 2017-2020

Our Vision

The Toowoomba Hospice provides safe, high quality palliative and respite care based on mutual respect, trust and individual needs

Our Mission

To provide safe quality care in partnership with the community for those with a terminal illness

Our Core Values

To offer safe quality palliative and respite care	To deliver multi-disciplinary, holistic care	To ensure the voice of clients, family and carers are heard and enacted upon	To engage and foster the services of staff and volunteers	To acknowledge and enhance community support	To provide a centre of excellence in palliative care	To facilitate education in palliative care for those who seek it	To offer bereavement support to clients, families, carers and friends	To ensure service excellence through the development and implementation of policies and procedures	To provide a safe environment for staff, volunteer, clients, families and carers
---	--	--	---	--	--	--	---	--	--

Strategic Direction

Quality	Engagement	Leadership	Reputation	Community	Environment	Recognition	Performance	Best Practice	Sustainability
Provide the highest quality palliative care	Actively engage with clients, families and carers to provide culturally responsive services and support	Lead palliative care services in the region	Build on our enviable reputation and credibility as palliative care service provider	Expand our community profile and link with other like-minded services and organisations	To provide a positive, safe and supportive working environment for all staff and volunteers	Recognise our staff and volunteers as our greatest asset	Demonstrate our commitment to measuring and improving performance	Meet and exceed nationally recognised accreditation and best practice standards	To provide a safe environment for staff, volunteer, clients, families and carers

Our Objectives

Clinical Services	Support Services	Corporate Services
To provide safe, high quality palliative care services, support and end-of life care	The Management Committee will oversee the corporate and clinical governance of the organisation and is accountable for the identification, mitigation and management of both corporate and clinical risks	The Management Committee will set the strategic direction for the Hospice to ensure a safe environment is provided for clients, families, carers, staff, volunteers, visitors and contractors accessing the service

Our Priorities for 2017 - 2020

Over the next three years our priorities will be achieved by...

Management Committee	A continued focus on leadership, governance, succession planning and engagement with clients, carers and family members Keeping abreast of changing trends in the community to ensure our care and services are responsive and culturally inclusive
Governance and Quality Framework	Ongoing implementation of the framework to inform and guide the provision of high quality palliative care
Best Practice and Benchmarking	Continued participation in the Palliative Care Outcomes Collaboration (University of Wollongong)
Accreditation Status	Enhancement of the quality management system and continued Australian Council of Healthcare Standards (ACHS) Certification
Client, Family and Carer Participation	Enhanced engagement to ensure the voice of clients, family members and carers are heard and enacted
Community Profile	Active engagement with clients, family members, students, volunteers, health professionals, sponsors, donors, benefactors, partners and the broader community Use of social media to raise community awareness of the services provided and drive targeted marketing, promotion, networking and fundraising
Partners and Networks	Active collaboration with new and existing partners, organisations and networks to raise the profile of the Toowoomba Hospice and provide sustainable services for the community
Volunteers	Raise awareness, actively grow, retain and support our valued group of volunteers. Continued recognition of their contribution to the Toowoomba Hospice
Pastoral Care	Mentoring for the Pastoral Care team, staff and volunteers, enhanced by individual community-based support and active participation in the Pastoral Care Coordinators Network
Quality and Service Improvement	Compliance monitoring and ongoing service review to inform and shape client focused service improvement
Risk Management	Active identification, assessment and management of risks to provide safe, high quality palliative care services and support
Information Management	Enhancement of information systems and data sharing arrangements to enable easy access to computer based information for staff and volunteers