

INTRODUCTION

Mandurah Home and Community Care (Inc) is a not for profit organisation based in the local government area of Mandurah and it's surrounding districts. The organisation has been in operation since 1989

MHACC incorporates a range of flexible innovative services for frail older citizens, Veterans, people with disabilities and the carers of these pre mentioned groups, in their own homes.

The organisation is also actively involved in initiating and supporting the development of services and projects involving government, non government, community groups and local business.

OUR VISION

Our Vision Statement describes the ultimate outcome that we wish for people who use our service, as well as for the wider community

“to be the ultimate service provider responding
to the needs of the community”

OUR MISSION

Our Mission Statement outlines the purpose of Mandurah Home and Community Care (Inc) and it's core business.

“to provide services to individuals
and families to assist them to remain living in their
community”

OBJECTIVES

To lead the region in developing a total Community response to the ageing of all people who have made it their home, in ways that enhance their independence, participation, care self fulfillment and dignity.

To demonstrate best practice in providing high quality service at all levels of Mandurah Home and Community Care, from direct hands on care to senior management.

PERFORMANCE MEASURES

- ❖ Provision of quality service in all funded programs.
- ❖ Compilation of quality data.
- ❖ Level of community participation in the planning and development of services.
- ❖ A high level of consumer satisfaction with services provided.
- ❖ A high level of equity of access to services.
- ❖ A high level of compliance and accountability funding body guidelines.
- ❖ Successful liaison with other non profit organisations and with the local community in progressing new initiatives.
- ❖ Implementation of new organizational structure.
- ❖ Successful applications for funding / increased funding for program development.

ORGANISATIONAL MANAGEMENT DEVELOPMENT

- ❖ Ensure that all individual program standards are implemented and supported by appropriate policies and procedures.
- ❖ Monitor quality of contractual service provision to ensure high standards of care.
- ❖ Collect information on unmet need and the local community to contribute to submissions of funding bodies for new program initiatives whether sponsored by Mandurah Home and Community Care or local community groups.
- ❖ Continue to develop the for profit arm of the organisation to support future organizational development in service delivery, infrastructure and resources.
- ❖ Develop a Secession Plan for the Board of Management of the organisation, to develop continuity of consumer and professional involvement.

ORGANISATIONAL STAFF AND VOLUNTEER DEVELOPMENT AND MANAGEMENT OF THE ORGANISATION

- ❖ Continue to employ the best possible people to support service delivery.
- ❖ Implement training programs for staff development across the organisation.
- ❖ Develop plans and initiatives to recruit volunteer to the organisation.

KEY RESULT AREAS, STRATEGIES AND KEY PERFORMANCE MEASURES

A Strategic Planning process was undertaken by the organisation, beginning in November 2004, it was completed in February 2005.

The following Key Result Areas and Objectives outlined below, describe the broad outcomes that Mandurah Home and Community Care, at the above forum believe are vital to achieve it's purpose.

1. FINANCIAL VIABILITY

A sustainable, secure organisation with a diverse financial base.

Strategies

- 1.1 Protect current and potential contracts through maintaining a high level of compliance with contractual targets and requirements.
- 1.2 Identify and pursue opportunities to generate income through a range of government, non government and commercial sources.
- 1.3 Pursue opportunities to attract specific program or business development initiatives that add to or enhance services.
- 1.4 Implement strategies that achieve a cost saving to the organisation without adversely impacting on the quality of services delivered.
- 1.5 Strengthen the organisations financial management systems and skills.

Performance Measures

1. All service targets and other contractual requirements are being met.
2. Opportunities for generating income and attracting additional programs/services have been identified and actively pursued.
3. The organisation has increased the diversity of it's financial base.
4. The organisation's resources are appropriate to the level of service it provides.

2. GOVERNANCE AND LEADERSHIP

A Management Committee with depth and skill to provide competent leadership to the organisation.

Strategies

- 2.1 Formalise and expand corporate governance systems.
- 2.2 Provide development opportunities for Committee members to strengthen their leadership and governance skills.

Performance Measures

1. The organisation's needs are being met through the best use of management resources.
2. Governance systems, policies and procedures are established and meet all legal and operational requirements of the organisation.

3. COMMUNITY PROFILE

To be well known and highly regarded by the community as the "service provider of choice"

Strategies

- 3.1 Monitor the quality of service provision to ensure that it meets the expectations of the community.
- 3.2 Establish mechanisms for improving the level of the community's awareness of Mandurah Home and Community Care.
- 3.3 Develop inclusive partnerships with other agencies to develop a reciprocal process for consultation and information sharing to support systematic advocacy issues.
- 3.4 Strengthen organizational representation at forums that influence broad policy development.

Performance Measures

1. The quality of service meets and/or exceeds the expectations of the community.
2. All parties involved with addressing individual and sector issues are satisfied that the level and style of communication is achieving the best possible outcomes.
3. Systemic issues affect community care provision are being effectively represented to decision makers.
4. Relevant information and data is collected and used to present and support systemic issues to Government and others in the sector.

4. ORGANISATIONAL CAPACITY

Build the capacity of the organisations infrastructure to support the delivery of current and future services.

Strategies

Secure accommodation that is affordable and has the capacity to meet the administrative needs of organisational growth.

Develop a Human Resource Management Plan that enables the organisation to recruit and retain the specialized staff required for the delivery of specific service programs.

Establish an Asset Management Plan for the purchase and replacement of capital equipment

Establish and organisational Risk Management Plan.

Performance Measures

1. Office accommodation meets the needs of the organisation.
2. Able to deliver service programs that require specialised staff.
3. Capital equipment is meeting the needs of the organisation.
4. A Risk Management Plan is established.