



Yorgum

ABORIGINAL
CORPORATION

STRATEGIC PLAN

2016 – 2019



Our Vision:

A nurturing and safe place that promotes the strength and resilience of Aboriginal people through culturally appropriate healing.

Our Mission:

Employ a competent workforce to deliver culturally appropriate healing services to the Aboriginal Community.



Honesty and Respect

We are committed to:

- Treating everyone with courtesy, honesty, respect and fairness
- Ethical behaviour and practice
- Showing proper regard for others interests and rights
- Valuing diversity of people and practice
- Making decisions fairly and impartially
- Treating everyone equally

Knowledge

We are committed to:

- Participating in professional development, training and supervision
- Embracing change and development
- Mentoring and coaching each other
- Increasing our cultural knowledge
- Utilising self-reflective practices to develop
- Continual improvement

Communication

We are committed to:

- High quality transparent communication
- Talking directly to people and not talking behind their backs
- Respectful dialogue

Accountability and Professionalism

We are committed to:

- Delivering a professional service to the community
- Providing a role model to the community
- Utilising appropriate business etiquette
- Ensuring cultural appropriateness
- Respecting personal and diverse boundaries and practices
- Delivering on our personal commitments

Connecting, Belonging and Developing Trust

We are committed to:

- Working cohesively to deliver Yorgum's goals
- Supporting each other and sharing the workload
- Building trust with our colleagues
- Performing as team players
- Valuing diversity
- Actively listening
- Being non-judgmental and displaying empathy

1. Become the Service of Choice for Aboriginal People

- Maintain quality improvement accreditation standards
- Lead the sector in providing a culturally appropriate healing service
- Measure and evaluate the quality of services we provide

2. Achieve excellence in Culturally appropriate service delivery

- Be recognised by the community and funding bodies for the delivery of culturally appropriate services
- Develop a culturally appropriate healing service for the Aboriginal community
- Deliver a level of service that embraces the diversity of the Aboriginal community

3. Partnering for the Healing of Aboriginal People

- Develop and maintain working partnerships with other organisations
- Develop a strategy to increase our community presence
- Develop and maintain our relationships with funding bodies

4. Develop and Support Staff

- Become the organisation of choice for our staff
- Develop and sustain an appropriate competent workforce
- Ensure the work environment is sufficiently equipped for service delivery

5. Build a Sustainable Business

- Maintain and continuously improve strong governance of the organisation
- Build and maintain positive relationships with funding bodies and community stakeholders
- Have a strong and effective voice in policy process

OBJECTIVE 1

Become the Service of Choice for Aboriginal People

Maintain accreditation standards

- Program and organisational systems are reviewed and evaluated based on evidence
- Build an efficient organisation with increased capability
- Ensure services are continuously improved

Lead the Aboriginal health sector in providing cultural appropriate models of service

- Enhance accessibility and inclusiveness to the service
- Continue to explore opportunities for funding to support the service
- Seek and evaluate feedback from stakeholders and clients

Quality of the services we provide are meeting the needs of clients

- Increase Aboriginal client numbers and maintain the quality of our services
- Client choices and opportunities are improved from the quality of services delivered

OBJECTIVE 2

Achieve excellence in Culturally appropriate service delivery

Yorgum is recognised by the community and its funding bodies for culturally appropriate services

- Identify suitable partners
- Increase access of services for the Aboriginal community
- Progress against the organisational strategic, business and team action plans

Action a healing framework which embraces cultural governance and cultural pathways

- Development towards being a preferred provider of culturally appropriate healing services
- Provide professional development opportunities for staff
- Continue to deliver services according to Yorgum Aboriginal Terms of Reference

Deliver a level of service that embraces the diversity of the Aboriginal community

- Yorgum premises are a culturally safe place for the community
- Recruit and attract diverse employees from the community
- Engage and communicate with founding members regarding service planning



OBJECTIVE 3

Partnering for the Healing of Aboriginal People

Enhance our partnerships with other Aboriginal organisations

- Improve external partnerships and professional networks
- Develop and review partnerships with appropriate services
- Participate and engage with appropriate Aboriginal community controlled organisations

Develop and enhance our community presence

- Continue to grow our reputation and client base in the community
- Develop a communication strategy to inform the community about Yorgum's services
- Identify and pursue funding opportunities to develop or increase our service

Develop and maintain our relationships with funding bodies

- Recording systems are reviewed and streamlined to allow for accurate and timely reporting of services
- Maintain positive relationships with funding bodies



OBJECTIVE 4

Develop and Support Staff

Become the organisation of choice for our staff

- Build the capacity of staff by providing access to ongoing training, support and professional supervision
- Ongoing mentoring and coaching of staff

Provide a skilled, qualified and culturally competent workforce

- Provide career pathway opportunities for staff
- Provide individual and group professional supervision
- Consider life experiences as well as qualifications in the recruitment process

Ensure the work environment is equipped for service delivery

- Funding sourced for the refurbishment of infrastructure at Wittenoom street
- Strengthen organisational capacity to assist workers to manage Occupational Safety & Health (OSH) effectively



OBJECTIVE 5

Build a Sustainable Business

Maintain and continuously improve strong governance of the organisation

- Board of Directors meet all contractual and legislative requirements
- Effective and robust leadership within the organisation

Build ongoing relationships with funding bodies

- Strong working relationships maintained with funding bodies
- Professional integrity in all dealings with the community and funding bodies

The Board of Directors commitment to the growth of the organisation and its future

- Communication strategy be developed and implemented
- Ensure excellence in governance and financial management







**Quality
Improvement
Council**

'Yes ... we are
a QIC accredited
organisation'