

Strategic Directions 2018 - 2020



Merri Health
Healthcare that moves with you

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Our purpose

We strive to enrich diverse communities through the provision of quality health care and support services.

Our target audiences

We work with everyone in our communities, especially those who want to:

- > Live more independently and well
- > Have more choice and control over their health and wellbeing
- > Connect with other people/services
- > Have their diversity embraced and celebrated

Our promise

We provide you with an outstanding customer experience, through genuine relationships, positive outcomes and community presence.

Our values



Motivate

We motivate because it results in a can-do attitude. Be an example.

Engage

We engage because it creates connectedness. We care.

Respect

We respect because it drives equality. This is who we are.

Respond

We respond because it builds better communities. We deliver.

Innovate

We innovate because we are the future. You grow, we grow.

Our services

We deliver a wide range of services to:

Children

Early years
0-6 years

Give you the best start in life

Youth

Young people
6-18 years

Set you up for the future

Adults

Adults 18-64
Aboriginal & Torres Strait
Islander people
18- 49 years

Enable you to achieve optimum health and wellbeing

Seniors

Aged 65+
Aboriginal and Torres Strait
Islander people 50+ years

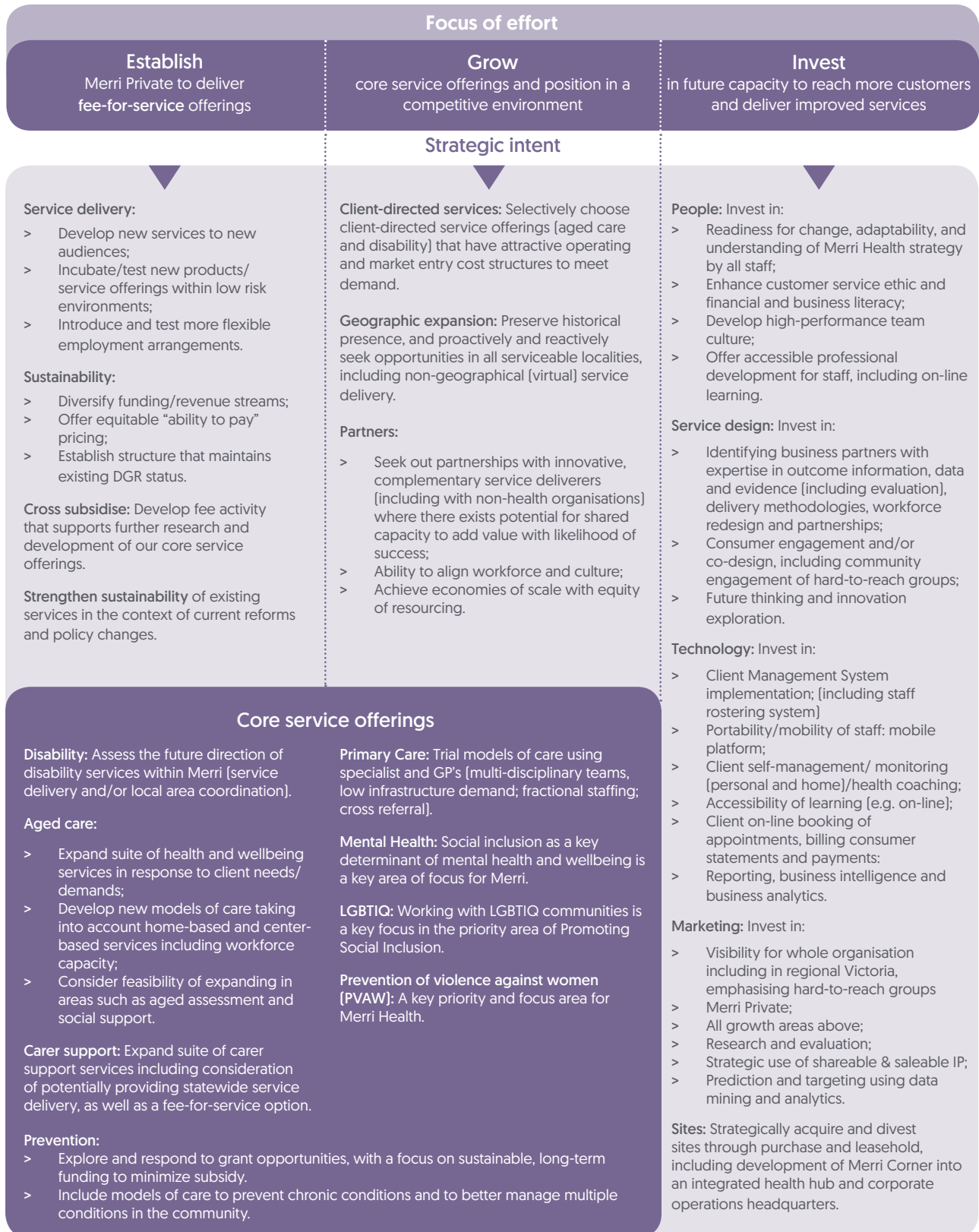
Assist you to live independently and well in the community

Our target audiences

Merri Health originated in the Northern suburbs of Melbourne but now delivers quality health and support services wherever our expertise can deliver improved levels of care and ultimately benefit communities.



Our priorities



Our results

<p>Access</p> <p>We reach more people</p> <ul style="list-style-type: none"> > Meet agreed priority of access timelines > Brand recognition > Growth of client base served > Service targets met > Ease of access 	<p>Satisfaction</p> <p>We are positively regarded</p> <ul style="list-style-type: none"> > Satisfied clients, employees, and stakeholders > Reduced complaints > Attraction and retention of highly skilled workforce > Confidence and trust of funders > Positive health outcomes 	<p>Quality</p> <p>We deliver great service</p> <ul style="list-style-type: none"> > Reduced incidents > Contract compliance > Accreditation compliance > Service efficacy and attributed outcomes
<p>Financial</p> <p>We run a great business</p> <ul style="list-style-type: none"> > Revenue growth > Agreed margin on operations > Reinvestable surplus > Prudent management and financial stability 	<p>Community</p> <p>We have community support</p> <ul style="list-style-type: none"> > Active participation (co-design) > Demonstrated ability to work with hard-to-reach communities > Community empowerment > Client directed care > Engaged membership 	<p>Partners</p> <p>We have willing partners</p> <ul style="list-style-type: none"> > Valuable and successful partnership endeavours > Government and investor confidence > Unsolicited/uncontested bids for programs
<p>Projects</p> <p>We invest in capacity</p>		<ul style="list-style-type: none"> > People > Services > Facilities > Technology > Research

Our financial principles

Costs	We understand how much it costs to get an outcome, including back of house support
Pricing	Where we have a pre-determined price we tailor services to suit, even if this means not providing existing services/service models
Surplus	We deliver services that will break-even or achieve profitability and if not, we will make clear decision to subsidise services based on a strategic or service strategy priority
Reinvestment	We deliberately decide purpose of reinvestable margins
Efficiency	We use funds efficiently to manage change
Investment	We invest in new ventures when there is a predictable return investment
Working capital	We maintain two months of working capital at all times
Debt	We are willing to take on serviceable debt for (i) assets (sites) for long-term viability; (ii) enablers of future revenues (subject to ROI)
Asset management	We will develop a formula for determining the appropriate investment method for depreciating assets (IT/vehicles) We remain open to property purchase ('buy and hold') where strategic service and financial objectives are met.

