

2014-2019

MAARI MA HEALTH
ABORIGINAL CORPORATION

STRATEGIC PLAN

A word from our Board of Directors

As Maari Ma moves towards its 20th year of operation, the Board reflects on the vision we set for ourselves many years ago:

Aboriginal people live longer and close the gap – families, individuals and communities achieve good health, wellbeing and self-determination, supported by Maari Ma.

We continue to strive for this ideal and we are confident

that every day brings us closer to achieving good health, wellbeing and self-determination. As Maari Ma grows in the diversity of our work and the breadth of our reach and influence, we are confident that the goals we set for ourselves continue to be relevant. We are pleased to present and endorse Maari Ma's Strategic Plan for 2014-2019 and join with our staff in working to implement it.



Maureen O'Donnell, Chairperson
On behalf of the Maari Ma Board



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Maari Ma's Strategic Plan 2014 – 2019 outlines what we seek to achieve over the next five years. It is critical work that carries on from our achievements and learnings gained under the guidance of our 2008 – 2013 Strategic Plan.

Our Role

Maari Ma is a leader and a partner, winning respect and showing it to clients, community and other organisations, and providing services that reflect best practice to the communities in our region.

To realise our vision, Maari Ma builds enduring organisational strength and expertise committing to:

- provide culturally appropriate, accessible, quality primary care
- excellence in professional development initiatives
- focused Aboriginal leadership growth
- nurturing of strong community and partner relationships
- development of best practice systems
- ongoing operational know-how
- provision of quality facilities

While carrying out its core duties, Maari Ma remains mindful of critical factors like:

- the direction of government policy and associated impacts on funding
- the broad range of service needs across our communities
- the need to continue to develop modern flexible workforce arrangements
- the high costs associated with remote service delivery
- new technologies like electronic health records
- the resources necessary to maintain our professional and organisational accreditations

Maari Ma is a significant organisation dedicated to closing the gap and improving the life quality of Aboriginal people. As we conduct operations, we candidly communicate with our communities to understand needs, identify pioneering service responses and ensure ongoing improvement of planning and monitoring processes.

We also acknowledge the successes we are capable of achieving through incorporation of our core health services with our social and community programs. These programs emphasise the awareness and knowledge of physical and emotional wellbeing and their positive impact on preventing chronic disease and supporting children to grow into healthy happy young people and adults. We will continue to develop integrated links between our health and social programs because our communities tell us that doing so makes a real difference.

Everything we do in the next five years must and will contribute to closing the gap. Our future is clearly about sustaining holistic health service delivery, consolidating organisational development, facilitating lifestyle improvements in our communities, nurturing Aboriginal leadership communicating transparently and frequently with our partners and stakeholders.

Bob Davis, Chief Executive Officer



Celebrating Our Past Success

In moving forward and forging new goals and aspirations, we acknowledge our achievements under the direction of our Strategic Plan 2008-2013. Key priorities realised under the previous plan included;

- The development and implementation of a regional child development and wellbeing strategy;
- Community input in health service development and delivery;
- Developing and growing of our Early Years and mental health programs;
- Achieving and maintaining our general practice and organisational accreditations;

- Ongoing contribution of our key programs to measurably improved community health;
- Commissioning new service infrastructure;
- The increasing numbers of Aboriginal staff employed and attaining formal qualifications

Under our previous plan we maintained our commitment to our role in growing strong communities, respecting that this process starts with our smallest and youngest – our children, and continues as they grow with the support of their families, elders and community.

We have also embarked on a journey of healing with our communities, walking with community towards reconciliation in Australia and recognition of this nation's first people in the Australian Constitution.

Maari Ma's consistent priority has remained, and will remain, community.

SUSTAIN

We will continue to uphold Maari Ma's service development to embed **best practice** in everything we do.

NURTURE

We will continue to grow **Aboriginal leadership** and overall cultural competency to effectively contribute to Maari Ma and our communities.

INTEGRATE

We will deliver **creative** and complementary **programs** to encourage, enable and strengthen the **wellbeing** and life options of our communities.

CONSOLIDATE

We will concentrate on continuous service improvement to ensure that our **growth** is underpinned by top quality people and collaborative systems.

COMMUNICATE

We will continue to **engage** with our partners openly and to ensure the best possible service impact.

Best practice extends to the maintenance of relationships with our staff, technical experts, community, partners and clients. We will observe latest trends in technical expertise and professional development, ensuring we are competent for the benefit our communities and organisation

Succession planning and Aboriginal representation at all levels within Maari Ma is critical. We will strive to increase the number of qualified Aboriginal staff and their length of employment with Maari Ma. We will prioritise fostering a positive employee culture, ensuring the **cultural competence** of all staff

Incorporation of our community **wellbeing** activities with our core health care business, utilises the opportunity for **creativity** and innovation in addressing the key links between chronic disease, social circumstances, early years and life options

Our employees are the rock from which our **future achievements** will emerge and we will keep them trained, skilled, focused and safe. We will ensure that they work with great professionalism and care in the delivery of programs

Strengthening **our relationships** with community, Community Working Parties, Local Aboriginal Land Councils, funding bodies, researchers, education institutions, local governments and others assists with managing community and stakeholder expectations. Transparent and efficient engagement embeds effectiveness in all we do

Our Vision

Aboriginal people live longer and close the gap – families, individuals and communities achieve good health, wellbeing and self-determination supported by Maari Ma.

Our Values

COMMUNITY

We acknowledge the connection with community and effectively communicate regarding programs to promote awareness and knowledge of health issues impacting on the indigenous communities and their families, to work collaboratively towards healthier lifestyles and wellbeing for all indigenous people.

COMPASSION

We respect people as individuals and will be empathetic in understanding people's pasts and the issues and challenges they face. We will make no judgement in the choices people have made and will actively work with people to assist in their healing process.

CULTURE

Aboriginal people have a rich culture involving custom, lore and value system based on the sustainability of their spiritual connection, belonging, obligation and responsibility to care for their land, people and environment.

EMPOWERMENT

Empowerment of community and staff increases the capacity of people (or groups of people) to make choices and to transform those choices into actions and outcomes, to make informed choices about their health care.

QUALITY

We strive for best practice in everything we do. Our workforce is skilled, competent, confident and innovative. We demonstrate integrity and pride in our work. We encourage and recognise outstanding performance.

RESPECT

We treat others in the community and the workplace with respect, compassion, courtesy, listen and allow them to have their say and express their opinions and ideas, encouraging self-confidence and dignity, building a respectful rapport between staff and community to encourage positive attitudes and behaviours.

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