

Goulburn Valley Pregnancy & Family Support Strategy to 2020

Inspired by Caroline Chisholm, we support pregnancy, children and families in the Goulburn Valley as locals and for locals. Our plan is that by 2020 we will be making a measurable difference to Goulburn Valley families and our service will be sustainable. We will do this by maintaining our profile with clients, colleagues and the community of Shepparton, implementing systems to maintain the quality of our service, and identifying proposals for new areas of service provision for us to deliver that would allow us to be sustainable. We will know we are on track if we are reporting clinical data that includes outcomes, we have regular sources of income to cover wages and rent and we have a series of ideas suited to funding opportunities that arise.

Goulburn Valley Pregnancy & Family Support Service plan for 2016:

To achieve this we will	We will know we are on track if	It will be led by
Improve our operating model	<ul style="list-style-type: none"> The office is open at the times advertised. The number of clients we see is stable or increases. Our clinical data is regularly reported consistent with the clinical governance policy. The volunteers offering services are trained. 	GV Lead Practitioner
Ensure good governance	<ul style="list-style-type: none"> The employed and voluntary staff meet monthly The employed staff meet with a Senior Manager from CCS once per month The Community Advisory Forum has met at strategic moments to discuss the future of our operations or special projects 	GV Lead Practitioner
Implement improvements in our systems of finance, administration, IT/Telephony and OH&S.	<ul style="list-style-type: none"> Our finances are reported electronically at the end of each month and the paperwork is archived with all CCS accounts. Our IT and telephony is meeting the needs of the staff and management. OH&S plans are adhered to and incidents are avoided. 	GV Lead Practitioner
Have vibrant volunteering and community engagement	<ul style="list-style-type: none"> The Lead Volunteer is supervising the day to day work of the new and pre-loved goods program Volunteer numbers are stable or increasing 	GV Lead Practitioner
Identify service gaps and seek funding to address them	<ul style="list-style-type: none"> The 'Collaboration' identifies and tests ideas for service provision that meet the needs of our clients and do not duplicate the work of others in our community. The 'Collaboration' project develops ideas for funded projects that CCS can propose to funders that are supported by our colleagues, especially the Community Advisory Forum. 	GV Collaboration Coordinator