

# Strategic Plan 2021 - 2024

## VISION

Helping people get their lives back on track

## MISSION

Goldfields Rehabilitation Service Inc. (GRSI) deliver a holistic and supervised Residential Detoxification and Rehabilitation Treatment Service that is an alcohol and other drug free environment for residents who have been affected by alcohol and/or other drug dependency and enhancing community wellbeing by delivering outreach and integrated services within the Goldfields-Esperance region

## CORE VALUES

Compassion, Respect, Cultural responsiveness, Professionalism and Reliance

### OBJECTIVES

### GOALS

#### 1. Maintaining best practice service provision within AOD sector

- 1.1. Cultural Security Accreditation is maintained
- 1.2. Well-developed evaluation processes/evidence-based therapies
- 1.3. Data management upgrades
- 1.4. Policies are strong and clear
- 1.5. Maintain a safe-drug free environment
- 1.6. Implement COVID-19 safe best practice methods

#### 2. Nurture and support organisational strengths

- 2.1. Continue to strengthen existing and new programs
- 2.2. Gain efficiencies in current operations
- 2.3. Ongoing promotion of good governance and leadership at Board level
- 2.4. Continuous improvement focus ensuring quality of services provided to individuals who are affected with alcohol and other drugs - related harm
- 2.5. To develop an educational and therapeutic intervention program (in house and external) for clients
- 2.6. Increase access and opportunities for treatment by ensuring a comprehensive, coordinated system of support with the health care system
- 2.7. Focus on the underlying causes of addiction and relapse prevention

#### 3. Grow strategic alliances

- 3.1. Develop strategic partnerships with complementary service providers
- 3.2. Develop integrated service model that provides an evidence based holistic treatment program for full recovery of clients
- 3.3. Establish and maintain key partnerships with local, regional and state-wide stakeholders to successfully achieve objectives of the organisation
- 3.4. To work alongside locally established services that work with marginalised indigenous groups in order to increase the likelihood that the indigenous communities access the service
- 3.5. Continue whole of community engagement process to ensure a culturally appropriate service

#### 4. Maintain long term financial security and sustainability of the organisation

- 4.1. Embed recently funding programs within the organisation, to ensure early delivery of service outcomes
- 4.2. Expansion opportunities to be assessed and analysed based on community need and an evidence-based approach for development
- 4.3. Retain ongoing agreements with funding bodies through ensuring a high level of reporting compliance, a risk management approach, and outcomes based performance
- 4.4. Grow income generation capacity including user-contributions and GP bulk billing to provide independent funding streams

## 5. Attraction, Development and Retention of Staff

- 5.1. Recruit and maintain the highest level of expertise available and implement a best practice workforce development program to optimise outcomes
- 5.2. Ensure culturally appropriate recruitment systems and periodically review HR policies and procedures to maintain positive outcomes
- 5.3. Retention of staff considered within the context of the sector, the regional location and specific opportunities GRSI could implement

## OVERARCHING STRATEGIES

Goldfields Rehabilitation Services Inc. has the following overarching strategies in Place:

- “No wrong door” approach
- “One stop shop”
- Interagency and Intra Case Management model in response to complex and vulnerable client need
- 24/7 Referral processes
- Establish engagement and community consultation to identify need and vulnerability
- Community education/information, engagement through “yarning”
- Consistent Clinical Supervision for staff
- Cultural awareness training
- Actively involved in the Alliance partnership with Hope community service, Bega Garbiringu Health Service and WAPHA.
- Strong collaboration and coordination with agencies and community members
- Recovery Approach and Trauma informed practice