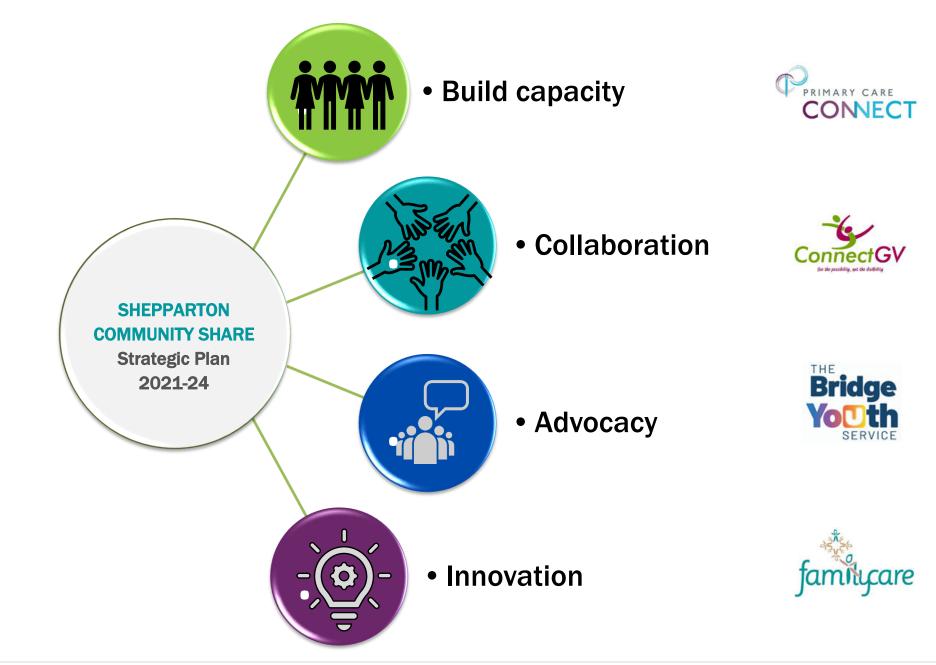


Innovating, collaborating and building capacity



## **OUR AIM:** To enhance capacity through collective projects and initiatives

## **KEY FOCUS AREAS**

**OUR STRATEGIES** 



**COLLABORATION** 



## **INNOVATION**



**BUILD CAPACITY** 



**ADVOCACY** 

- Develop partnerships and alliances to enhance outcomes for our clients and communities.
- Pro-actively share information to facilitate collaborative planning and decision-making
- Identify potential collective projects and seek appropriate funding (internal/external)

- Incorporate client voice into systems to inform service design and delivery
- Develop a cross agency Client Voice Network
- Develop a proposal for collective client voice project
- Maintain and further develop our quality systems, focused on clients
  (rather than compliance), including:
  - o Joint audit program
  - o Client voice

## **INDICATORS OF SUCCESS**

- Facilitate joint training and development opportunities
- Further develop:
  - HR mentoring Group
  - OHS Mentoring Group
  - Quality Community of Practice
- Maintain and further develop internships in a variety of fields
- Develop a proposal for long term, collective leadership project

- Promote consumer voice
- Advocate for our clients and the community service sector with governments and funding bodies
- Promote Shepparton as a community which is seen as a leader in the development of service excellence

SCS has active partnerships, projects and demonstrable achievements SCS develops model(s) to incorporate client voice into service design / delivery SCS facilitates cross agency learning and development initiatives / pathways SCS is recognised as a trusted and local voice for the sector