



OUR AIM: To enhance capacity through collective projects and initiatives

KEY FOCUS AREAS



COLLABORATION



INNOVATION



BUILD CAPACITY



ADVOCACY

OUR STRATEGIES

- 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:
 - Joint audit program
 - Client voice
- 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

INDICATORS OF SUCCESS

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