

Malabam Health Board Aboriginal Corporation
Operational Plan 2014-2015 – MALA’LA FLEXIBLE AGED CARE

Priority Area	Aim (What are we trying to do?)	Strategies (How are we going to do it?)	Measure (How will we know how we’re going?)	Timeframe (How long will it take?)	Responsible (Who is responsible?)	Funding (What funding is provided?)
Sustainability	To comply with all legislative and funding requirements	Provide timely reports as per funding body requirements Satisfy the quality review framework Regular review of quality systems Deliver aged care services within budget	Financial and compliance requirements met ATSIFFP – 31 st July 31 st January NTJP – 1 st February 1 st August Desk audit of all systems yearly	As prescribed in funding agreements. As prescribed by the Quality Review Framework Monthly financial meeting with CEO,CFO and Aged Care Manager	Aged Care Manager, CEO, CFO Aged Care Manager CEO,CFO and Aged Care Manager	Aboriginal and Torres Strait islander flexible funding program. Northern Territory Job Packages program
Branding	Logo and advertising is recognised and identified as MHBAC and MFAC	All branding to incorporate logos from MHBAC and Mala’la Aged care	Consistent branding across all corporate communication and apparel	June 30, 2015	CEO/ All Managers	
Service Delivery Growth	Provide integrated holistic and cultural care to residents of Mala’la and community Elders	.Ensure cultural support and customs are specific to Maningrida Elders. eg: Medicine Man	Client surveys Quarterly	Ongoing	Aged Care Manager/CEO	

	Maintain positive partnerships with Maningrida Health clinic to ensure high quality, responsive care for clients	Ensure clients experience ease of access to relevant visiting allied health care professionals	Regular meeting with stakeholders and clinic			
--	--	--	--	--	--	--

Priority Area	Aim (What are we trying to do?)	Strategies (How are we going to do it?)	Measure (How will we know how we're going?)	Timeframe (How long will it take?)	Responsible (Who is responsible?)	Funding (What funding is provided?)
Capital Development Building Maintenance	Maintain building structure and compliance	Preventative maintenance program implemented 6 months WHS building audit commenced	Review	Ongoing	Aged Care Manager/CEO,CFO	
Strong Governance/Innovative Leadership	Ensure Board is aware of the Mala'la Continuous Quality Improvement program. Ensure Board is up to date with staffing levels, client status & other issues Add value to service delivery at Malala	Include Continuous Quality Improvement in monthly report Regular reports to the Board of Management Make recommendations regarding strategies/opportunities to add value to existing service delivery	Positive feed back from Board meetings Recommendations actioned as directed	Ongoing	Aged Care Manager/CEO	
Cultural integrity	Provide culturally appropriate, client focussed services to	Plans are developed and discussed with clients/family to ensure cultural appropriateness.	Review of plans 3 monthly or adjusted as required Client surveys	3monthly/Ongoing	Aged Care Manager/CEO	

	Mala'la residents and Maningrida Community Elders	Clients life story (history) is captured accurately				
Internal Culture	Promote and support resilience in staff	Link with Training Co-ordinator for additional support	Regular meetings with Training Coordinator	Annual	CEO/ Aged Care Manager / External trainer	
	Create employment pathways to attract new staff	School initiative with work experience offered within the aged care centre	Uptake of school initiative	Ongoing		
	Promote a family friendly environment	Ensure staff are aware of family friendly strategies	Staff take advantage of family friendly strategies			
	Promote professional development	Create opportunities for staff development.	Uptake of professional development for all staff			