

## Better healthcare, closer to home

Marathon Health is a not-for-profit, registered charity delivering high quality health and wellbeing services to people in country NSW and the ACT. We are one of the few health organisations based in country Australia with the core purpose to identify, deliver and sustain services to people within these communities. We are passionate advocates for equal access to quality health services for people wherever they choose to live. We are a strong voice for rural health: we live here, we work here, and our future is here.



### Our vision

Enabling communities to thrive through improved health and wellbeing



### Our mission

To develop and deliver quality health and wellbeing services together with our communities



### Quality workforce

Grow a skilled health and wellbeing workforce within our communities

#### Measurable goals

- Recruit and retain the largest NFP Allied Health workforce in regional NSW and the ACT
- Employer of Choice with staff satisfaction and retention rates exceeding industry averages

#### Strategies

##### Workforce growth pathways

- Develop multiple pathways for workforce development; students, new graduates, role sharing, sector leadership

##### An enabling business environment

- Ensure staff are supported by efficient systems, creating an effective working environment
- Ensure our HR systems and strategies foster opportunities and a positive culture including orientation, career progression, professional development and recognition of achievements

##### Values

- Continue to promote and embed our ICARE values across the organisation



### Quality knowledge

All services measure their impact and continuously build knowledge to improve the health and wellbeing of our communities

#### Measurable goals

- All programs are evaluated with embedded knowledge sharing strategies by 2020

#### Strategies

##### Evaluation

- Consistently evaluate programs and implement the learnings
- Share our learnings with our partners and stakeholders to improve the impact of all programs in our region

##### Commitment to learning

- Support our staff to continually improve their skills and knowledge

##### Advocacy

- Seek to positively influence regional health and wellbeing policy and investment priorities, by sharing our knowledge and experience

## Our values



### Integrity and Trust

Be real



### Collaboration and Innovation

Make connections



### Achievement and Excellence

Be proud



### Respect and Empowerment

Demonstrate equality



### Empathy and Understanding

Open compassion



### Quality services

Advocate for, and collaborate with, communities to grow investment in health and wellbeing services

#### Measurable goals

- Grow services and demonstrate social return on investment by 2021
- Use reserves to fund initiatives that address community need
- Develop and measure a benchmark for customer satisfaction, including the positive impact of our services
- Maintain the national industry accreditations that demonstrate the quality of our service delivery

#### Strategies

##### Best practice delivery

- Develop and implement standards, tools and systems to ensure a safe, effective organisation
- Develop the value proposition for each service
- Demonstrate the cost of service design, our impact and social return on investment of our programs and initiatives
- Understand and respond to the specific health and wellbeing needs of our communities, including Aboriginal and Torres Strait Islander communities

##### Collaboration

- Map services and relationships that demonstrate our strengths
- Develop a service prioritisation and community consultation framework to inform our focus and investment
- Deepen our stakeholder engagement and monitor the strength of our partnerships