

HealthShare NSW Strategy 2017-2020

STRATEGIC DIRECTION

To be a valued and trusted partner delivering competitive services to NSW Health

OUR GOALS

OUR PEOPLE



ARE SAFE AND WELL

We work in a safe and healthy environment and support the wellbeing of our people



ARE VALUED

We work in a constructive culture that encourages high performance through innovation and collaboration

OUR CUSTOMERS



ARE ENGAGED

We deliver customer centric services that focus on value and quality

OUR SERVICES



ARE COMPETITIVE

We provide quality services for best value that meet customer needs through innovation and continuous improvement

OUR INDICATORS OF SUCCESS



Decrease of 60% in the lost time injury rate by 2020



Increase beyond the 50th percentile in all constructive culture styles by 2020



Increase of 25% in customer satisfaction and engagement scores by 2020



Achievement of targets for operating in a competitive environment by 2020



Our work is built on a foundation of trust and respect. We live the NSW Health CORE values:

Collaboration **Openness** **Respect** **Empowerment**

We are people helping people deliver excellent healthcare



HealthShare