

## STRATEGIC PLAN – GMH Agcare Ltd

### Vision of GMH Agcare Ltd

Our clients are managing change and adjusting successfully to new circumstances.  
Our services are valued by rural family businesses and the wider community.

*Our Vision is realised through the following Mission Statement*

### Mission Statement

GMH Agcare Ltd works in collaboration with people, governments and organisations providing rural financial counselling and other complementary services that enable eligible rural family businesses to better manage the challenges of change and adjustment.

*Our work is underpinned by our organisation's core values*

### Our Values

Trust, respect, and effective teamwork through collaboration.  
We aim to work as a cohesive team providing services that are prompt, respectful, practical, action orientated and responsive to client needs.

*Our Mission is achieved through the following four Strategic Goals.*

<b>Internal Management</b> The activities of internal management of the organisation	<b>Service Delivery</b> The activities of the organisation that directly interface with clients and produce outputs and outcomes for the client	<b>Working Relationships</b> The activities that develop relationships with other people, agencies and organisations that serve our interests and those of our clients	<b>Promotion</b> The activities affecting positioning and promotion of GMH Agcare, its people and services in the market place
To become known as an organisation that is well governed, can achieve its aims and objectives, is adapting to change and provides real value to Board members, staff and stakeholders.	Rural family businesses are using our services and implementing timely and objectively considered responses to events, trends and structural change in climate and agribusiness.	To work with other people, agencies and organisations to advance our interests and those of our clients	To position GMH Agcare Ltd as a leading provider of rural financial counselling and complementary services within our region.

## Strategic Plan – GMH Agcare Ltd

*These four strategic goals are achieved through the following Strategic Objectives*

Internal Management	Service Delivery	Working Relationships	Promotion
By June 2010: 1. To be compliant with legislation, contractual obligations and codes of practice 2. To have an adaptive people management system supporting a cohesive organisational culture. 3. To have clear, simple and reliable finance systems providing information for management and decision making 4. To have effective and appropriate internal communication systems 5. To undertake as-needed reviews of the organisation, management and service delivery	By June 2010 to achieve a high standard of service delivery as measured by operational performance criteria, staff and client satisfaction.	By June 2010 to achieve working relationships with people, agencies and organisations that advance our interests and those of our clients as measured by the number of referrals to and from other parties.	By June 2010 to be a recognised provider of RFC and complementary services as measured by level of client enquiry for services and level of referrals from third parties.

*These four strategic objectives will be achieved through the following strategies:*

Internal Management		Service Delivery		Working Relationships		Promotion	
Strategy	Timing	Strategy	Timing	Strategy	Timing	Strategy	Timing
1. Prepare a tri-annual corporate calendar.	Aug 2009	1. Review and develop standard operating procedures for RFCs incl. file handling, case management and a "Work Safely Program".	Feb 2010	1. Develop and promote a referral system from broad range of community organisations.	Mar 2010	1. Develop a fully integrated marketing plan.	June 2010
2. Prepare a risk management plan.	Aug 2009	2. Develop a perpetual knowledge base for service delivery.	Jun 2010	2. Develop a collaborative partner program.	Jun 2010		
3. Review organisational policies and procedures for completeness and implement new policies and procedures as required.	Dec 2009	3. Fully implement case management.	Sep 2010				
4. Review Board governance and processes.	Feb 2010	4. Develop key performance indicators and introduce monitoring system.	Jul 2009				
5. Develop an organisational Human Resources plan.	Mar 2010	5. Progress a performance review and training plan for all RFC's and RFCC.	Jul 2009				
6. Develop an accounting, budgeting, and financial reporting manual.	Dec 2009	6. Implement a system for measuring client satisfaction.	Mar 2010				
7. Develop a fully integrated Communication and IT plan.	Nov 2009						
8. Develop a perpetual knowledge base for storage of key organisational information, to allow easy electronic retrieval.	Dec 2009						

