

Attachment 2: Your Annual Operational Plan or Annual Quality Improvement Plan as endorsed by us

Contract developer to insert organisation’s Annual Operational Plan or Annual Quality Improvement Plan for this commissioned service if it has been provided.

or

Establishment Plan / Annual Quality Improvement Plan (Plan) (Template)

(Example only – GCPHN to provide a template electronically upon contract execution)

INSTRUCTIONS: Please complete the Plan below and submit to commissioning@gcphn.com.au

Annual Quality Improvement Plan	
Instructions	<p>This template is to be used to deliver a Plan as outlined in Section 6.2 of Service Schedule number xxxxx of Service Agreement number xxxxx</p> <p>A Plan builds on Your model of service (Attachment 1 of this Schedule) and allows Your organisation to provide more detailed and contextual information on how Your model of service will be implemented and any changes to your proposed service model. It can be used for discussion and negotiation with GCPHN within the bounds of this Agreement Service Schedule.</p> <p>Please use this template to complete a Plan representing Your service delivery across <u>each</u> funded target group and relevant service location.</p>
Period of Plan	Insert dates
Model of Service	<p>Organisation to provide further detail as the model may be better explained or developed over the period of the Agreement Service Schedule (for example, therapeutic approach and evidence-base, service linkages established, strategies to engage target group, strategies to improve appropriate referrals to services, development of more culturally responsive service delivery, changes in service delivery model due to changes in client group, evidence)</p>
Establishment of New Service Locations (Refer to Service Schedule Geographic Catchment Area and Operating Hours)	<p>First year and subsequent year</p> <p>Organisation to provide further details of service establishment under this Agreement Service Schedule including new sites being established (e.g. facility leasing and office setup arrangements with indicative time frames); staff establishment process (e.g. recruitment arrangements for new staff with indicative timeframes); project governance establishment (e.g. staff supervision and management processes for new sites)</p>
Staffing Profile, Supervision and Professional Development	<p>Organisation to provide an annual update on changes to the staffing model and workforce development and support each year.</p>
Quality Improvement Processes including Monitoring, Review and Evaluation	<p>Organisation to provide any information annually about existing or new processes to ensure and measure quality and effectiveness of service delivery. Please relate these to our quality indicators.</p> <p>Service Delivery Quality Performance Framework Report</p>

<p>Any other information relevant to ongoing implementation of service delivery in the coming year</p>	<p>Insert here if any further relevant information to be provided</p>
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CONTRACTED SERVICE: PROMOTIONAL STRATEGY

(Example only – GCPHN to provide a template electronically upon contract execution)

INSTRUCTIONS: This document provides a template for the Contractor, to provide details of how it will promote its service, for maximum uptake and awareness. Gold Coast Primary Health Network can also assist in article and media release writing, media release distribution, graphic design, social media, publications and launch organisation. Please return to: commissioning@gcphn.com.au

NAME OF SERVICE			CONTACT				
Community/Service Need/Aim of promotional activity	Key Target Groups	Key Messages	Delivery Mechanisms (Circle if appropriate)	Cost	Delivery Date	Support from PHN required (if needed) YES/NO	Evaluation
e.g. Increase referrals Educate stakeholders i.e. GPs, psychologists Promote to community	•		<ul style="list-style-type: none"> • Articles in stakeholder publications • Emails • Facebook/social media • Website • Meetings • Collateral (ie brochures, fact sheets) • Video • Media stories (See appendix B) • Launch (If circled complete the Launch Proposal) • Community events • Public notices (online and hard copy) • GCPHN support (ie. newsletters, website, social media) • Community service announcements • Advertising • Other (Please list) 				

PLEASE COMPLETE IF A LAUNCH IS PLANNED: FOR NEW SERVICES ONLY

LAUNCH PROPOSAL (please note that an agreed launch needs a minimum 8-week lead time)

Please return to: commissioning@gcphn.com.au

NAME OF SERVICE		CONTACT		IS THIS PART OF A BROADER PROMOTIONAL STRATEGY? Yes/No (please circle)			
Purpose of Launch	Proposed date/s and time <i>(please note – media prefer launches earlier in the day)</i>	Proposed venue/s	Proposed speakers <i>(please list)</i>	Invitees <i>(please list general organisations and key stakeholder groups only)</i>	Proposed mechanism for invitation distribution <i>(please circle)</i>	Media Yes/No	Launch Materials eg. brochures flyers media kits banners
					<ul style="list-style-type: none"> • Email • Organisational contact lists • GCPHN contacts • Mail out • Advertising e.g. (if a community event) • Other <i>(please list)</i> 		