






VISION: Freedom from arthritis

MISSION: To help people living with arthritis

VALUES: • Collaborative • Sustainable • Innovative • Outcome focused

STRATEGIC PLAN How we will focus our activity

STAKEHOLDERS Who we work with:	 People living with arthritis	 Arthritis Australia and related groups	 Healthcare ecosystem	 Community of those who care	 Those we work with
HORIZON 1 Extend 2020-2022	<ul style="list-style-type: none"> Continual feedback loops align our work with client needs Continuous outcome measurement and improvement framework measures which deepen impact Suite of services augmented to reflect client need incl emerging digital delivery and telehealth 	<ul style="list-style-type: none"> Collaboration on national projects with Arthritis Australia allow greater delivery and efficiencies A commitment to research funding drives research donations Collaborate to shared goals with related organisations 	<ul style="list-style-type: none"> Strategically placed and clearly defined role for ANSW in healthcare system enables greater impact Networks established through NSW health, PHNs, Divisions of GPs and RACGP for information distribution Integration of service into NDIS and My Aged Care to deliver scalable and sustainable service model 	<ul style="list-style-type: none"> Champions, patrons and ambassadors advance the cause of people living with arthritis Future focused fundraising program is managed through stronger lead indicators of revenue Marketing to drive client referrals and demonstrate outcomes/impact to supporters and other stakeholders 	<ul style="list-style-type: none"> NSW Health are an active partner in our work Staff-board connection developed to support growth and retention Talent recruitment (board, staff, external representatives) to deliver on this plan
HORIZON 2 Develop 2023-2025	<ul style="list-style-type: none"> Embed digital technology incl AI / VR into service offering to support clients and those who do not access physical services Use client insights to drive advocacy for funding and health service change 	<ul style="list-style-type: none"> Structure shared service agreements with affiliates to achieve efficiencies Become an initiator of national Arthritis Australia activities to benefit of clients nationally 	<ul style="list-style-type: none"> Create arthritis accreditation scheme for allied health workers to promote expert care Establish and nurture GP referral pathways so ANSW can provide expert care to maximum clients 	<ul style="list-style-type: none"> Develop products and partnerships with aligned companies for rehab and preventative programs to reach new clients Structure partnership model for pharmaceutical companies to support effective arthritis management 	<ul style="list-style-type: none"> Incorporate Research & Development into annual budget to contribute to cause and cure Deliver operating surplus to ensure sustainability and growth in order to help more people with arthritis
HORIZON 3 Create 2025+	<ul style="list-style-type: none"> Promote excellence in care and 'one-stop-shop' hubs for management of arthritis 	<ul style="list-style-type: none"> Achieve national influence, advocacy and economies of scale through stronger collaboration 	<ul style="list-style-type: none"> Drive best practice of treatment and research by locating ANSW hubs at key NSW Health sites 	<ul style="list-style-type: none"> Achieve recognition by, and partnership with, NSW Health for the quality and impact of our service 	<ul style="list-style-type: none"> Provide efficient service by embedding contemporary work practices into operations