



Mercy Services

## OPERATIONAL PLANNING

Manual: Organisational  
Management

Document ID: C.03

### 1. PURPOSE

An annual Operational Plan is an organised and comprehensive way of implementing the strategic plan. This policy outlines the process and responsibilities.

### 2. WHO DOES THIS POLICY APPLY TO

This policy applies to the Mercy Services Board, staff, and other stakeholders.

### 3. POLICY

The operational plan is included within the strategic plan and covers the following teams:

- Board
- Corporate – Human Resources
- Corporate – Information Technology
- Corporate – General
- Residential Aged Care
- Home & Community Care
- Community Transport
- AOD & Family Services

Operational planning is supported by risk management strategies and continuous improvement activities to meet the needs of this complex and dynamic business.

The CEO is responsible for ensuring the development, implementation and monitoring of an annual Operational Plan.

### 4. PROCEDURE

The CEO will ensure that all Heads of Teams are provided with a list of Strategic Plan objectives relevant to their position, to create and drive the completion of their operational plans.

### 5. KEY PERFORMANCE INDICATORS

Strategic Plan Project delivered with timeframes

### 6. EXPECTED OUTCOME

Mercy Services will have clear direction for achieving goals and objectives outlined in the Operational Plan. Tasks and responsibilities are clearly defined.

### 7. DEFINITIONS

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An operational plan can be defined as a plan prepared by a component of an organisation that clearly defines actions it will take to support the strategic objectives and plans of upper management and/or the board.

### 8. REFERENCES

Corporations Act, 2001 (Cth)  
Work Health Safety Act, 2011 (NSW)  
AS/NZS 4360: Risk Management

### 9. OTHER RELATED POLICIES OR PROCEDURES

C02. Strategic Planning

### 10. VERSION CONTROL AND CHANGE HISTORY

Version	Date Reviewed	Amendments
1.0	18.1.18	Policy Reviewed and moved to new policy template. Version 2 created.
2.0		

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