

PARTNERSHIP COMPACT

Our commitment

This Partnership Compact sets out our commitment to working together as service providers operating at the Greenway Wellbeing Centre. Under this Partnership Compact we work in collaboration to improve resident access to health and wellbeing services and to deliver services that are responsive to the needs of the Greenway community.

Our principles

We have agreed the following service delivery principles to guide our working relationship:

Customer focus: We are focused on the delivery of high quality services that are accessible to all residents at Greenway. Our services are responsive to the needs of the Greenway community and we welcome feedback to improve our service delivery.

Diversity and collaboration: We collaborate to draw on our collective strengths. Our services and communications are accessible and appropriate to a diverse community. We provide a range of specialist services and we value an individual's choice and control in our service offerings.

Outcomes driven: We are driven by delivering outcomes for the Greenway community and we commit to measuring our impact over time.

Good planning: Our approach to service delivery is based on research, evaluation and consultation; and we set directions that can be sustained into the future.

Privacy: We handle personal and sensitive information appropriately and comply with our obligations under the *Privacy Act 1988* (Cth) (including the Australian Privacy Principles) and the *Health Records and Information Privacy Act 2002* (NSW)

Our governance

The Greenway Partnership Compact sets out our commitment to transparent governance and leadership. A two-tier governance structure has been established to oversee decisions and the running of the Greenway Wellbeing Centre. To ensure transparency of decision making we keep up to date records and document decisions which are available by request at the Greenway Wellbeing Centre.

Structure	Members	Role	Meeting schedule
Executive Steering Committee	SGCH, Greenway Tenants Group, Northern Sydney Primary Health Network, North Sydney Council.	Strategic directions, decision making, and oversight of the operations at the Greenway Wellbeing Centre.	Quarterly
Operational Working Group	SGCH, Benevolent Society, Catholic Care, Catholic Healthcare, Uniting, Osana, Milsons Point Medical, NSW Health Pathology, Blues Point Pharmacy.	Responsible for best practice service delivery, measuring impact, proposing service priorities.	Quarterly

Partners

