

## Our Mission

*To provide our members with ongoing support through education, information updates, networking opportunities, seminars and national conferences*

## Our Vision

*Enhance the professional profile of support services in the healthcare industry*

## Our Goals

1. *Sustainable business model*

Financially viable to fund both the annual operating costs and long-term investment requirements; a detailed stakeholder engagement plan in place and actively managed.

2. *Industry standard business systems*

Secretariat partner in place and adding value to business operations; Governance manual developed and implemented, providing the framework for the strategic and operational management of the Institute.

3. *Calendar of Events framework*

An annual Calendar of Events Project Plan is developed, documented and resourced to guide the organisation across Australia in the successful delivery of professional development programs and events.

4. *Succession plan*

A governance plan is in place to ensure continuity of the Organisation for the next 10 years.

5. *Recognised as Industry Organisation*

IHC is the “go to” organisation for matters relating to hospitality in healthcare across Australia and in the Asia Pacific region; Intellectual purports developed to support this position.