

## Our Mission

“Together ... Towards Recovery”

## Our Principles

**Recovery** - we aim to create conditions which assist people with severe mental illness to become actively involved in finding ways of living a *satisfying and hopeful life*.

**Consumer Participation** - it is important that people are as *involved as partners* in all decisions about their care to the fullest possible extent. This includes assessment, developing goals of treatment, individual care planning, developing interventions, evaluating the outcomes of care, and opportunities to be involved in decisions about the management of the services and accommodation.

**Consumer Centered Service Delivery** - this refers to the need to keep consumers need at the centre of all activities. It means that supports are provided in *individualised ways* based on what the person needs.

**Evidence Based Practice** - this refers to seeking to provide interventions that are supported by evidence. It also encompasses an expectation that we will seek to create evidence for our practice through *evaluation and research*.

**Outcome Based Services** - the services are committed to being able to demonstrate to individual consumers, service providers and to external agencies that the work undertaken contribute to *better outcomes* for the people who use the service.

**Managing Risks** - we recognise that changing the way services are provided changes the nature of risks faced by consumers, carers, staff and the community both positively and negatively. The service aims to *accurately identify and manage risks* to achieve the best possible outcomes for all stakeholders.

**Accommodation and Practices that Reflect Community Living** - we aim to provide all services in ways that reflect the practices and *choices* available in community living.

**Services as Partners in a Network of Mental Health Services** - to operate effectively, it is necessary for the *services to operate in partnership* with other mental health services and external agencies

## Our Values

- Trust and Respect
- Performance Accountability
- Integrity and Professionalism
- Partnership and Cooperation
- Knowledge



## Objective 1

To work with consumers and their carers to provide innovative treatment, research and education programs which result in positive outcomes for consumers and the community



### Strategies

#### Application of Principles

Business Units will identify innovative projects to support the application of the Principles to practice.

The Clinical Steering Committee will use data to identify and establish projects to support application of the Principles to practice.

Benchmarking exercises will be undertaken for each service program.

Multidisciplinary team functioning will be improved to support the application of the Principles.

Care planning packages, which incorporate the Principles, will be developed for every consumer.

Support will be provided for the ongoing development of research cells in each Business Unit.

## Objective 2

To ensure organisational capacity to maintain budget integrity, to provide effective leadership and management and to ensure the workforce is equipped to meet future challenges



### Strategies

#### Budget

Organisational and Business Unit budgets will be further defined.

The capacity to accurately monitor expenditure will be improved.

Staffing profile will be reviewed to ensure the best possible outcomes.

Cost effective ways to meet needs and manage budget drivers will be further developed.

External funding opportunities for additional service activities will be explored.

#### Leadership & Management

An improved system of communication with staff will be implemented.

The functioning of committees will be improved.

#### Workforce

Workforce morale and productivity will be improved by providing effective leadership and management.

The skills required to support application of the Principles will be identified. New training modules will be developed and implemented.

## Objective 3

To provide a service which is understood and valued by consumers, service providers and the community



### Strategies

#### Consumers & Carers

The current consumer satisfaction assessment process will be revised to include additional information.

Programs will be implemented to assist consumers and carers to develop participation skills.

Consumers and carers will be appointed to paid roles on Business Unit Management Committees.

#### Mental Health Network

The role of The Park - Centre for Mental Health within the network of mental health services will be further defined and clarified.

Work will occur with client districts and other partners to support the development of new models to meet the needs of the target populations.

Short term staff placements and exchanges with other districts will be supported.

#### Partners

Current partnerships will be reviewed and new ones identified to maximise outcomes for consumers.