

STRATEGIC PLAN 2013 – 2016

VISION

Mental Health assists all people to lead a full and valued life

PURPOSE

Create community capacity for good mental health to enable people to live a full and valued life through the provision of services, advocacy and education

CORE BUSINESS

- Provide high quality early intervention and mental health services
- Build community capacity to understand and manage mental health issues
- Advocate across stakeholders for the mental health sector and its people
- Monitor and evaluate the effectiveness of services

VALUES

Integrity, Accountability, Wellbeing, Respect

OUR SERVICES

Goal – Valued mental health services

How to achieve

- Deliver quality services based on evidence and standards
- Establish and embed a rigorous evaluation framework
- Collaborate and build connections across services to support participants recovery

Desired outcomes

- All services meet national standards and individual needs
- Analysis and reporting are improved and performance outcomes inform future programs and services
- Carers, families and other support networks are engaged and informed
- Participants recover and integrate as active members of the community

OUR PEOPLE

Goal – A sustainable organisation

How to achieve

- Lead a safe workplace culture that is collaborative, respectful and accountable
- Consolidate, streamline and improve business systems, policies and processes
- Affirm TEAMhealth identity and strengthen the organisation's profile and communications
- Leverage human resources (HR) and capital assets to build and enhance organisational capability and capacity
- Actively manage robust risk and governance frameworks

Desired outcomes

- Board and Staff members are responsible and accountable for the delivery of services and for contributing positively to the TEAMhealth culture
- Appropriate operating procedures and guidelines are implemented, used and effectiveness is monitored
- TEAMhealth develops a Reconciliation Action Plan as it consolidates and positions for growth
- TEAMhealth is well recognised in the sector and community
- HR management and planning capability is enhanced
- Income streams are sustainable
- Corporate governance and risk management are strengthened

OUR COMMUNITY

Goal – Responsive to evolving needs

How to achieve

- Build community awareness of mental health and available services
- Review the service model to accommodate choices possible under the National Disability Insurance Scheme (NDIS)
- Seek opportunities to expand the housing options for people with mental illness
- Collaborate to monitor and research changes in mental health sector and population in the Top End
- Influence government policy, planning and resource allocation

Desired outcomes

- Greater awareness in the community regarding mental health services
- Increased responsiveness and flexibility in service provision through local and national reform such as NDIS
- TEAMhealth services are known and recognised widely
- Improved measurement and understanding of mental health outcomes
- More affordable, safe and secure housing options
- TEAMhealth is active in providing guidance and leadership in improving mental health outcomes and informing policy development in the Northern Territory
- Strategic partnerships and relationships are strengthened with key stakeholders from remote areas to national bodies

OUR VALUES

INTEGRITY

Act with openness, honesty and accountability in the best interests of the organisation, each other and our community

We will:

- Deliver what we promise and lead by example
- Demonstrate pride and enthusiasm in our work
- Always strive to get the best possible outcomes
- Make decisions based on a sound evidence base and research
- Ensure a consistent approach by working to the policies and procedures
- Uphold our legal and moral obligation to maintain confidentiality
- Strive for fair and ethical work practices

ACCOUNTABILITY

Take ownership, have pride in our work and accept personal responsibility for our decisions in representing TEAMhealth to the best of our ability

We will:

- Develop and maintain professional knowledge and skills
- Act within the boundaries of our expertise and responsibility
- Be responsive and committed to delivering products and services that meet our clients' needs
- Find opportunities and solutions to challenges, issues and problems
- Share information and knowledge that is not confidentially sensitive
- Be active participants

WELLBEING

Achieve together with our participants and carers, and support wellbeing, recovery and enjoyment in delivering success

We will:

- Always maintain hope that people can recover from mental illness
- Approach our work with enthusiasm, and a positive attitude
- Seek to balance our commitments and support wellbeing and recovery
- Encourage creativity, optimism and enjoyment in our workplace and community
- Plan for success
- Encourage and celebrate each other's contributions and achievements

RESPECT

Treat others the way they would like to be treated, and take into account people's different perspectives

We will:

- Listen to and value the diversity and different contributions of others
- Consult to inform decision making and ensure a shared understanding
- Strive to develop and maintain professional and constructive relationships
- Work in a strengths based way and focus on the strengths that all people have
- Work in partnership with our stakeholders and value their feedback and point of view