

STRATEGIC PLAN 2016 – 2019

Vision

That all people lead a full and valued life

Purpose

Create community capacity for good mental health, enabling people to live a full and valued life

Core business

- Provide early intervention, and mental health recovery support
- Build community capacity to understand and manage mental health issues
- Advocate across stakeholders for the mental health sector and its people

Our Values

- Integrity
- Accountability
- Wellbeing
- Respect

GOALS	PRIORITIES	DESIRED OUTCOMES
Provide valued mental health supports	<ul style="list-style-type: none"> • Deliver mental health recovery supports that lead to recovery, social and emotional wellbeing and physical health • Ensure mental health support, peer support and education is based on evidence and standards • Seek to strengthen mental health supports independent of NDIS eligibility • Collaborate across services to support participants' recovery • Maximise opportunities for mental health promotion, education and prevention of suicide throughout the community • Deliver early intervention, education and family support • Ensure analysis and reporting of outcomes inform future supports 	<ul style="list-style-type: none"> • All supports provided are person centred and recovery focussed with accessible peer support • TEAMhealth support and education contributes to better mental health outcomes, evidenced by outcome measures • Continuity and innovation in mental health support enables ongoing access for participants • Greater community knowledge and understanding of the mental health supports available for all ages, stages and cultures • Reduction in stigma and discrimination associated with the mental illness and mental health challenges • Increased wellbeing of young people and their families • Data and performance outcomes inform development and refinement of future supports
Sustainable organisation	<ul style="list-style-type: none"> • Leverage our financial assets and staff expertise to enhance organisational capability, capacity and viability • Strengthen TEAMhealth brand, profile, communications and online presence • Enable participant voices and carer voices to be influential in developing support services • Actively manage robust risk and governance frameworks • Continue to invest in safe and inclusive workplace culture that is collaborative, respectful and accountable • Achieve, maintain and build upon quality accreditation and registrations for our services 	<ul style="list-style-type: none"> • Income streams are diversified and sustainable, supported by workforce skill and competency development • TEAMhealth is known and respected in the community • Participants and carers feel that TEAMhealth actively identifies and responds to their specific support requirements • Governance and risk management approaches are sustained • All people within TEAMhealth are responsible and accountable for contributing positively to TEAMhealth culture, our work and our Reconciliation Action Plan • Operating policies and instructions are implemented and used, and effectiveness is monitored
Responsive and viable now and in future	<ul style="list-style-type: none"> • Assess and refine TEAMhealth's supports and business model to be competitive within the NDIS and a broader consumer driven market • Seek opportunities to expand TEAMhealth's range of housing options • Actively generate and explore opportunities and partners to pursue our core business • Monitor, research and influence changes in Government policy planning and resource allocation 	<ul style="list-style-type: none"> • TEAMhealth support options for participants are valued, competitive and viable • More affordable, safe and secure housing options within a financially sustainable housing model • Strategic partnerships and relationships are strengthened • Provide guidance and leadership in improving mental health outcomes and informing policy development

OUR VALUES

INTEGRITY

Act with openness, honesty and transparency in the best interests of our participants, our community and the organisation

We will:

- Deliver what we promise and lead by example
- Make decisions based on sound evidence and best practice
- Ensure a consistent approach by working to policies and instructions
- Uphold our legal and moral obligation to maintain confidentiality

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:

- Act with professionalism, taking ownership and responsibility for our decisions
- Recognise the boundaries of our expertise and responsibilities
- Be responsive and committed to delivering supports and education that meet identified needs
- Find opportunities and solutions to challenges, issues and problems
- Share information and knowledge with staff, participants and others
- Be active as learners and educators

WELLBEING

Focus on wellbeing, recovery and enjoyment in delivering success

We will:

- Promote opportunities for individuals to lead meaningful and productive lives
- Approach our work with enthusiasm, and a positive attitude
- Make wellbeing and recovery integral in all that we do
- Encourage creativity, optimism and enjoyment in our workplace and community
- Ensure that all staff and participants benefit from culturally inclusive practices

RESPECT

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

We will:

- Celebrate diversity and value the different cultures and contributions of others
- Use open and transparent communication to inform decision making
- Foster professional and constructive relationships
- Focus on the strengths of the individual
- Work in partnership with stakeholders and communities