

## Eastern Community Team Business Plan 2003

| Strategic Plan Strategy No.                   | STRATEGIC PLAN STRATEGY   | BUSINESS PLAN ACTION   | PERFORMANCE MEASURE  | TARGET  | ACTION BY   |
|---|---|--|--|---|---|
|   | (What we are seeking to achieve)  | (How are we going to achieve it)   | (How we will measure success)  | (The aim for the period e.g. completion time, % reached, cost, within budget)                                 | (Person Responsible)  |
| <b>WCH STRATEGIC/BUSINESS PLAN OBJECTIVES</b> |   |  |  |   |   |
| <b>GOAL 1: EXCELLENCE IN HEALTH CARE</b>      |   |  |  |   |   |
| 1.1   | Provide an appropriate range of clinical services for the women, children and families of South Australia   | <p>Develop an Adolescent Team and Children and Family Team structure within CAMHS Eastern. Benefits include:</p> <ul style="list-style-type: none"> <li>Improved service to youth</li> <li>Increased capacity to meet needs</li> <li>Child and Youth friendly</li> <li>Collaborative</li> <li>Proactive</li> </ul> <p>CAMHS Eastern will strive for equitable access to service provision regardless of race, gender, disability, sexual preference, religion or location of residence We will endeavour to:</p> <ul style="list-style-type: none"> <li>Represent Eastern Region at Indigenous / CALD Working Party Meetings and advise team of relevant issues.</li> <li>Establish relationships/partnerships with Indigenous / CALD Services and participate in relevant multi-cultural forums within the region.</li> </ul> | <p>Success measured by the :</p> <ul style="list-style-type: none"> <li>Reduction of adolescents on the waiting list</li> <li>Increased number of collaborative projects ie CRC's, DECS, FAYS and NGO's</li> <li>Improved links with hospital and HHTT</li> </ul> <p>Success measured via regular feed back and documentation of team developments at team meetings and in writing to the Director</p> <ul style="list-style-type: none"> <li>Via feedback at staff meetings</li> <li>Ensure regular representation on working parties</li> <li>Provide team with training in the area of refugees</li> <li>Ensure close working relationship exists with CALD Services</li> <li>Collaboration with NE Division of GP's in initiating a Transcultural workshop for upskilling knowledge of GP's</li> </ul> | <p>12 Months with a view to continuation</p> <p>ongoing</p> <p>Ongoing</p> <p>Nov 2002</p> <p>August 2003</p> | <p>Unit head and staff</p> <p>Adolescent Team</p> <p>Team Rep</p> <p>Team Rep</p> |
| 1.2   | Provide services for women and children which reflect best practice, are based on evidence and are designed with consumer consultation reflecting a partnership approach. | <p>Participate in community forums (e.g. Interagency, TTGCSF, INECSF). Maintain accessible up-to -date information re community services, programs and referral procedures. Develop and maintain management and caseworker level connections with other agencies.</p> <p>Contact peak professional organizations (Division of GPs etc) to initiate information exchange and education re MH issues.</p>  | <ul style="list-style-type: none"> <li>Success measured by increased participation of staff in community forums and ensure regular feedback to staff via team meetings</li> </ul> <p>Regular contact with organizations and participation on established interagency networks</p> <p>Feedback via team meetings</p>  | <p>Ongoing</p> <p>ongoing</p>   | <p>Team rep</p> <p>Ream rep</p>   |

| <b>GOAL 2: COMMUNITY HEALTH PROMOTION AND WELL BEING</b>      |  |  |  |                            |                             |
|---|--|--|--|----------------------------|-----------------------------|
| 2.1   | Develop a culture within the WCH which reflects the organisation's strong commitment to health promotion.  | To actively participate in effective Health promotion strategies and programs eg Child Protection week etc<br><br>Promulgate educational material on mental health issues among consumers and carers | <ul style="list-style-type: none"> <li>Number of health promotion session attended by team</li> </ul>                        | ongoing                    | Team                        |
| 2.2   | Improve the health of disadvantaged and at risk groups.  | Develop links with CALD, Indigenous, and FAYS clients ie from Community residential Centres<br>le CRC project<br>CAMHS/FAYS Interface Project  | <ul style="list-style-type: none"> <li>Evaluate pilot CRC Project</li> <li>Evaluate CAMHS/ FAYS Interface project</li> </ul> | June 2003<br>December 2003 | CRC Project Worker and Team |
| <b>GOAL 3: EDUCATION AND LEARNING</b>                         |  |  |  |                            |                             |
| 3.1   | Develop an educational framework for all staff to support high quality clinical practice and health promotion across the WCH.  | Schedule regular team training focussing on identified local requirements of the team  | Regular team review of priorities and local training needs   | ongoing                    | Team Co coordinator<br>T&D  |
| <b>GOAL 5: GOOD GOVERNANCE, MANAGEMENT AND ACCOUNTABILITY</b> |  |  |  |                            |                             |
| 5.4   | Develop a comprehensive communication system that encourages effective knowledge and information management.   | Eastern Community Team will ensure effective communication with the broader Division external stakeholders and consumers   | <ul style="list-style-type: none"> <li>Utilisation of Intranet</li> <li>Updating internet information</li> </ul>             | Ongoing                    | Unit Head                   |
| <b>GOAL 6: FINANCIAL VIABILITY</b>                            |  |  |  |                            |                             |
| 6.1   | Establish a resource management framework with integrated business planning at Divisional and Department level, which includes some component of variable funding to reflect planning and activity levels. | Eastern Community Team will ensure responsible and accountable financial practices   | <ul style="list-style-type: none"> <li>Monitoring of budget</li> <li>Meeting with Business Manager</li> </ul>                | Monthly<br>Annually        | Unit Head<br>Unit Head      |