



## ROLE DESCRIPTION

<b>Role Title:</b>	REGISTRAR IN PAEDIATRIC EMERGENCY
<b>Classification Code:</b>	MEDICAL PRACTITIONER - MDP2
<b>LHN/ HN/ SAAS/ DHA:</b>	Women's and Children's Health Network
<b>Hospital/ Service/ Cluster</b>	Women's and Children's Health Network – Acute Services
<b>Division:</b>	WCHN – Paediatric Medicine
<b>Department/Section / Unit/ Ward:</b>	Paediatric Emergency
<b>Role reports to:</b>	Medical Unit Head
<b>Role Created/ Reviewed Date:</b>	June 2022
<b>Criminal History Clearance Requirements:</b>	Working with Children Check (issued by DHS) National Police Check (issued by approved provider) If applicable - NDIS Worker Check (issued by NDIS Commission)
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances)

## ROLE CONTEXT

### Primary Objective(s) of role:

Under Consultant supervision, the Medical Practitioner provides comprehensive, effective and efficient Paediatric Emergency Services to WCH patients by:

- Managing the care of all emergency presentations and Extended Care Unit inpatients, including the coordination of investigations, supervision of RMOs and Interns, discussion with patients / families, liaison with statutory authorities and patient discharge
- Participating in the Department's teaching and continuing education program, and contributing to the quality management activities within the Department as directed and supervised by the clinical Head
- Participating in after hours on call roster, if mutually agreed for T4 ACEM trainees only, supported by ED Consultant.
- Participating in Departmental research/audit activities.

### Positions that directly report to this position:

> Nil

### Key Relationships/ Interactions:

The Medical Practitioner in Paediatric Emergency:

#### Internal

- > Reports to the Medical Unit Head (or delegate) for day-to-day clinical issues, the Director of the Division of Paediatric Medicine for department wide Paediatric Medicine issues, and the TMO Operational Unit Manager for non-clinical issues (e.g. Human Resource and credentialing requirements etc.),
- > Works collaboratively with consultants, nursing staff, other medical specialists and health professionals to achieve high quality service provision for patients,
- > Participates in training opportunities, both as trainer and student, in formal and informal training environments,
- > Provides day-to-day supervision and training of junior staff (Medical Students, interns, Resident Medical Officers)

#### External

- > Works collaboratively with consultants, nursing staff and allied health staff from other metropolitan and country health sites.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Rotational shift work, including after hours and weekends where direct supervision may not be available at all times.
- > Time management skills will be required to deal with competing demands such as attendance at training/educational sessions that conflict with busy periods on duty.
- > The ability to communicate with patients from diverse cultural backgrounds, (and their carers) who may be stressed and anxious in an unfamiliar environment will be needed

### Delegations:

- > Nil

### Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

### Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program with the Departmental Clinical Supervisor - which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

In particular, the Medical Practitioner will be required to:

- > participate in ongoing reviews of clinical practice (including as per the conditions of limited registration, where applicable)
- > participate in continuing medical education and professional development as covered by the supervision plan
- > maintain professional competence and meet College requirements where applicable.
- > ensure that clinical decisions made are within the scope of the position and the Medical Practitioner's personal skills, experience and competency levels

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service

delivery.

- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > All employees required to complete timesheets must forward their timesheet to their manager, within two weeks from the period worked, to enable their manager to authorise that this is a true and accurate record of hours worked by the employee
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

#### Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

#### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit, and must be renewed every 5 years from the date of issue
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the data of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > Appointment is subject to **immunisation risk category requirements** (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.
- > The Women's and Children's Health Network and Central Adelaide Local Health Network require that all medical staff fulfil their obligations in respect of meeting standards of professional practice including as required by:

- Relevant State and Federal Legislation;
- Medical Board of South Australia;
- Credentialing and Scope of Clinical Practice for Medical and Dental staff;
- The relevant professional specialist college guidelines; and
- Medical Board of South Australia Code of Professional Conduct – Good Medical Practice as varied from time to time

**White Ribbon:**

SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Zero Tolerance to Racism:**

The Women’s and Children’s Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Clinical Responsibilities</b>	<p><b>1.1 Outpatient clinics</b></p> <ul style="list-style-type: none"> <li>&gt; Assessment and management of new Emergency patients undertaken, in consultation with the supervising Consultant.</li> </ul> <p><b>1.2 Inpatients</b></p> <ul style="list-style-type: none"> <li>&gt; When rostered, the Medical Practitioner participates in all duties associated with Extended Care Unit inpatients, including ward rounds, care coordination, referral, and discharge and follow up arrangements.</li> <li>&gt; Appropriate consultation with senior nursing staff, supervising Consultant and other relevant staff will be undertaken.</li> <li>&gt; Participation of customers in their care planning will be facilitated.</li> </ul> <p><b>1.3 Emergency Care</b></p> <ul style="list-style-type: none"> <li>&gt; Assessment and management of acute paediatric or neonatal emergencies will be undertaken by the Medical Practitioner.</li> <li>&gt; Appropriate ongoing patient management will be arranged, in consultation with the relevant on-call Registrar and Unit Consultant staff.</li> <li>&gt; Participation in the Paediatric Trauma Service including patient assessment and participation in education and audit activities.</li> </ul> <p><b>1.4 Procedures</b></p> <ul style="list-style-type: none"> <li>&gt; Emergency and routine patient care procedures will be performed under supervision consistent with level of training and experience. .</li> </ul> <p><b>1.5 Investigative procedures</b></p> <ul style="list-style-type: none"> <li>&gt; Investigations will be organised, correlated and interpreted by the Medical Practitioner when required, under general supervision of the relevant Consultant.</li> </ul> <p><b>1.6 Laboratory Services (where applicable)</b></p> <ul style="list-style-type: none"> <li>&gt; Follow up will be provided for patients with abnormal test results, under appropriate supervision.</li> </ul>
<b>Professional Responsibilities</b>	<p><b>1.1 Patient Focus</b></p> <p>Ensure that service provision and the activities of the Division are customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients by:</p> <ul style="list-style-type: none"> <li>&gt; Ensuring patients and their families are able to exercise their rights and responsibilities.</li> <li>&gt; Ensuring that patients/families are given adequate information upon which to base treatment decision and follow-up.</li> <li>&gt; Being responsive to patient and relative complaints.</li> <li>&gt; Demonstrating knowledge and commitment to patient rights and responsibilities with regard to health care provision.</li> </ul> <p><b>1.2 Customer Service</b></p> <ul style="list-style-type: none"> <li>&gt; Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> </ul> <p><b>1.3 Administration</b></p> <ul style="list-style-type: none"> <li>&gt; Ensure the effective management of human, financial and physical assets within the unit through appropriate planning and allocation of resources to achieve agreed business and strategic plans.</li> <li>&gt; WCHN will meet its legal responsibilities with regard to patient and financial record keeping by ensuring case notes and discharge summaries are accurate, concise, legible, signed and completed in a timely manner.</li> </ul>
<b>Education and Training</b>	<p><b>2.1 Education and training activities</b></p> <p>The Medical Practitioner will participate in:</p> <ul style="list-style-type: none"> <li>&gt; Departmental teaching programs relevant to the Unit and their career path.</li> </ul>

Key Result Areas	Major Responsibilities
	<ul style="list-style-type: none"> <li>&gt; Studies relevant to Specialist College requirements</li> <li>&gt; Presentation of case studies to other TMOs</li> <li>&gt; Undergraduate and post graduate medical teaching and education of other hospital interest groups (internal and external)</li> <li>&gt; Grand Rounds, Medical Rounds and other training opportunities provided by the Directors of Medical Training.</li> <li>&gt; Simulation education</li> </ul> <p><b>2.2 Supervision and training of Junior Trainee Medical Officers</b></p> <p>The Advanced Trainee/Medical Practitioner will provide supervision and training of more junior Trainee Medical Officers attached to the Unit. This may include on-the-job training and support or via telephone.</p>
<b>Research</b>	<p>The Medical Practitioner will participate in clinical and scientific research related to the Department by:</p> <ul style="list-style-type: none"> <li>&gt; Contributing to studies being undertaken</li> <li>&gt; Developing areas of special interest</li> <li>&gt; Proposing and developing research initiatives</li> <li>&gt; Participating in the clinical audit activities of the Unit</li> </ul>
<b>Quality management and continuous Improvement of practice and service delivery</b>	<p>In collaboration with the Consultant:</p> <ul style="list-style-type: none"> <li>&gt; Existing practices and policies will be continuously reviewed to reduce inconsistencies.</li> <li>&gt; Expertise will be used to monitor and evaluate research activities.</li> <li>&gt; Participation in clinical review programs will be provided.</li> <li>&gt; Data will be collected to measure clinical indicators.</li> </ul>
<b>Contribute to a positive team culture and safe work environment</b>	<ul style="list-style-type: none"> <li>&gt; Contribute to a team environment that promotes positivity, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity, innovation and honesty.</li> <li>&gt; Role models a positive approach and commitment to customer service.</li> <li>&gt; Voices views and concerns in a constructive manner.</li> <li>&gt; Accept principles of mutual responsibility and respect.</li> <li>&gt; Support other members of the department in equitable access to limited resources in areas such as annual leave or attendance at meetings</li> <li>&gt; OHS&amp;W guidelines implemented and followed.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### **Educational/Vocational Qualifications**

- > Bachelor of Medicine; Bachelor of Surgery (BMBS) or equivalent,
- > Registrable with the Medical Board of Australia as a Medical Practitioner

#### **Personal Abilities/Aptitudes/Skills:**

- > Clinical skills appropriate for the duties performed in the work unit
- > Ability to work as an effective team member in a multi-disciplinary environment
- > Ability to communicate effectively with customers and other staff
- > Ability to work under stressful conditions and/or high workloads
- > Problem solving and decision making skills (both clinical and individual)
- > Ability to remain positive and adapt to change
- > Commitment to client(and parent/carer) participation in care
- > Commitment to quality management philosophy and devolved responsibility
- > Willingness to incorporate suggestions/feedback/complaints into personal improvement

#### **Experience**

- > Clinical experience and competence in the practice of paediatric emergency medicine.

### DESIRABLE CHARACTERISTICS

#### **Educational/Vocational Qualifications**

- > Paediatric Life Support (PLS) and/or Advanced Paediatric Life Support (APLS)
- > A higher degree (MD or PhD) is highly desirable
- > Advanced Paediatric Trainee status with Royal Australasian College of Physicians and/or the Australasian College for Emergency Medicine. Enrolment as a Paediatric Emergency Medicine trainee under the RACP/ACEM joint training program is highly desirable. Candidates with equivalent overseas qualifications and/or experience will be considered.

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#### **Personal Abilities/Aptitudes/Skills:**

- > TMOs should be working towards a career in a medical specialty, including examination requirements.

#### **Experience**

- > Participation in Research and Education Programs
- > Involvement in postgraduate and/or undergraduate education
- > Involvement in health administration

#### **Knowledge**

- > Knowledge of health care in the public and private sectors
- > Knowledge of the principles and practice of OHSW, Equal Opportunity, the Public Sector Act 2009 Code of Ethics and diversity appropriate to the requirements of the position





## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- > Specialist hospital services
- > Primary health care and population health programs
- > Integrated community care services
- > Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs
- > Education and training programs
- > Research.

Medical Practitioner positions are offered in Paediatrics at Women's & Children's Hospital including in the department of General Medicine, Paediatric Emergency and many of the subspecialty units.

This position in the Paediatric Emergency Department (PED) provides the incumbent with advanced training opportunities in Paediatric Emergency Medicine. The PED sees over 42,000 patients annually and is the State's major trauma service for paediatric patients. There is an attached 12 bed Emergency Short Stay Ward with over 5,000 admissions annually. The department has a strong consultant led ethos. The department is accredited by both the Royal Australasian College of Physicians and the Australian College of Emergency Medicine (2 years of training). In collaboration with the Consultant, participate in clinical reviews and assisting in the collection of data for clinical indicators.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

# Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

### Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

### Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

### Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

### Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

### Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

### WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

### Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

### Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

## Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

## Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

**Mission** To improve the health and wellbeing of families and communities by providing integrated care and support

**Vision** To be a leading and respected health network for women, babies, children, young people and their families

**Values** Compassion, Respect, Equity, Accountability, Together for Excellence

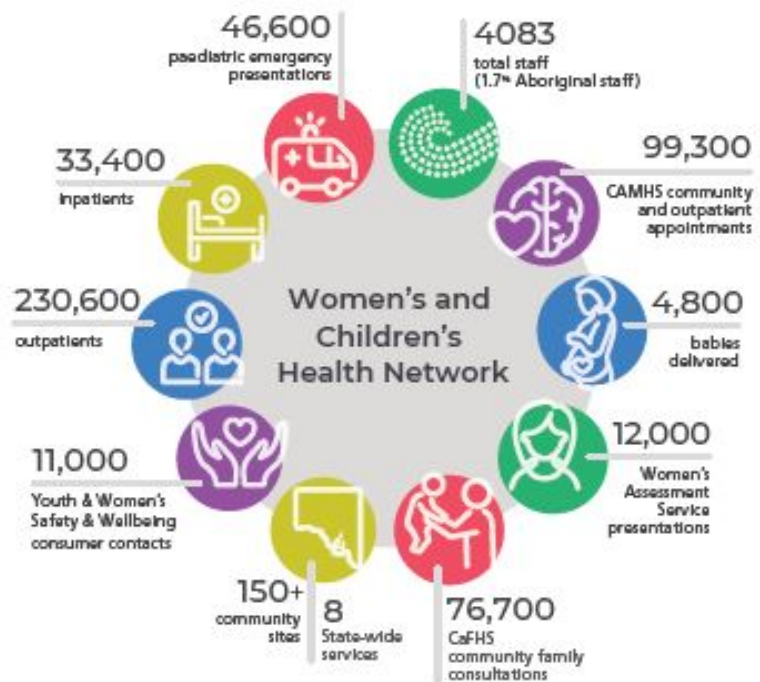
**Our Story** starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

**Our Way** is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy