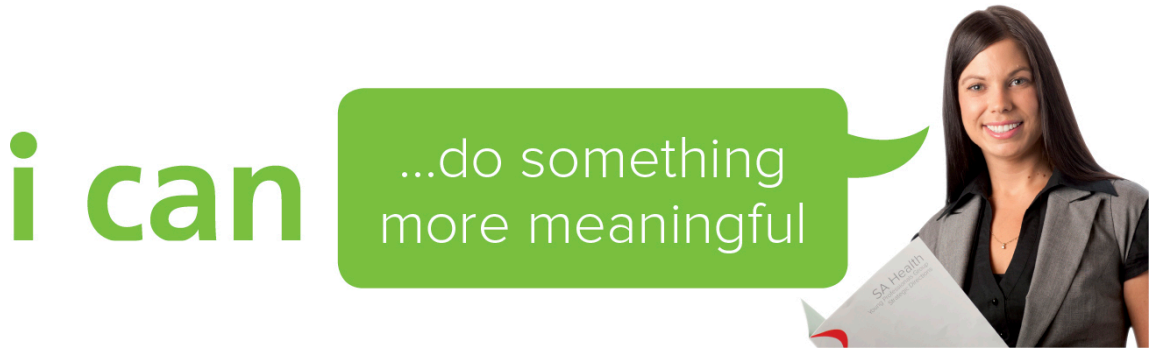


SA Health Job Pack

Job Title	**Senior Psychologist - CAMHS Country**
Eligibility	**Open to Everyone**
Job Number	**673470**
Applications Closing Date	**03/05/2019**
Region / Division	**SA Health - Women's & Children's Health Network**
Health Service	**Child & Adolescent Mental Health Service**
Location	**Various Locations**
Classification	**AHP3**
Job Status	**Full time, Ongoing**
Total Indicative Remuneration	**$106,477 - $114,282**

Contact Details

Full name	Kim Whitehead
Phone number	86325304
Email address	kim.whitehead@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category B (indirect contact with blood or body substances)

·*This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). Please click here for further information on these requirements.*

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Senior Clinical Psychologist
Classification Code:	AHP3 – Psychology
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Health Network
Division:	Child and Adolescent Mental Health Service (CAMHS)
Department/Section / Unit/ Ward:	CAMHS Country Services
Role reports to:	Professionally to Principal Psychologist/Operationally to the their site's/team's Service Manager
Role Created/ Reviewed Date:	June 2018
Criminal History Clearance Requirements:	☐ Aged (NPC) ☒ Child- Prescribed (DCSI) ☒ Vulnerable (NPC) ☐ General Probity (NPC)
Immunisation Risk Category	☐ Category A (direct contact with blood or body substances) ☒ Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:

Within the framework of the *National Mental Health Policy* and the *Standards for Mental Health Services* and in a manner consistent with the stated *Vision* and *Values* of the Women's and Children's Health Network (WCHN) the Senior Psychologist provides clinical expertise for children, adolescents and their families with mental health issues. The Senior Psychologist primarily provides direct expert care for an individual or group of clients and clinical leadership to multidisciplinary staff. The Senior Psychologist is a person who through education, professional development and experience is able to effectively ensure and provide quality services to children, adolescents and their families experiencing complex, social, emotional and behavioral difficulties, within a multidisciplinary and interagency team context.

The senior psychologist is an extensively experienced and highly competent clinician who delivers advanced clinical service to the child and adolescent mental health population and also assumes a clinical/professional leadership role within the team, undertaking professional supervision of psychology staff working within their team or within another team. The senior psychologist is responsible for contributing to improvements in the quality, safety and community needs driven distribution of services across CAMHS and within specific service area. The senior psychologist works with all allied health staff, nursing and medical staff, as well as service managers, clinical coordinators, lead psychiatrist, staff and other stakeholders on service delivery development, and practice requirements to meet client needs and demand.

Direct Reports:

Nil.

For Official Use Only: I1-A1

Key Relationships/ Interactions:

Internal

- Operationally reports to the Service Manager for their team
- Professionally reports to the Principal Psychologist for own practice and as a clinical supervisor.
- Works closely with the Clinical Coordinator, team psychiatrist and other Senior Clinicians in the team to ensure optimal consumer care.
- Works collaboratively with the Psychology Discipline lead to advance the skills and expertise of the psychology profession in Child and Adolescent Mental Health care.
- Supports the Clinical Coordinator in the day to day operations of the service and will provide professional guidance to psychology staff, particularly less experienced members of the team.
- Responsible for the training and clinical supervision of other psychologists within their team/s as required and Psychology Registrars as assigned
- Supports the team in the clinical leadership of the service.
- Works collaboratively with other members of the CAMHS Team, and other staff with in the Division of Mental Health.

External

- Children, adolescents /parents/carers and families.
- Other government or non-government organisations who are relevant to the running of the service or support of the client group.
- Local community.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Ensuring high quality service delivery following a period of change with a focus on continuous improvement.
- The personal resilience and attitude to provide clinical leadership in the area of child and adolescent mental health and ensure that both staff wellbeing and clinical practice quality is supported.
- Addressing inconsistencies between practice and policy.
- Keeping up to date with professional standards of practice, research, implementing and monitoring evidence based practice and quality management initiatives consistent with organisational policies.
- Keeping professionally up to date with, own area of allied health practice, child and adolescent mental health, and technological advances.
- Dealing appropriately and sensitively with children, adolescents, parents and their families where there are multiple complexities, diverse needs and expectations.
- Providing high quality mental health services for children, adolescents and their families that are culturally sensitive and safe, flexible and meets the needs of a diverse population.
- Working in partnership with consumers, carers and external agencies within a developmental context.
- Effectively balancing the need to be pro-active with the requirement to respond quickly to urgent situations.
- Providing a range of specialist, evidence based interventions that address the mental health needs of children, adolescents and their families.
- Collaborating with other members of the multi-disciplinary team and key stakeholders to identify community needs, plan, implement and evaluate mental health services to address the mental health needs of children, adolescents and their families.
- Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practice.

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 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.

General Requirements:

*NB Reference to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety)Act 2017*– 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012* (SA)
- *SA Information Privacy Principles*
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009* (SA), *Health Care Act 2008* (SA), 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.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- *Health Practitioner Regulation National Law (South Australia) Act 2010*
- *Mental Health Act 2009* (SA) and Regulations
- *Controlled Substances Act 1984* (SA) and Regulations
- The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- Professional Practice Standards and competencies consistent with area of practice as varied from time to time
- Code of Fair Information Practice.
- SA Health WCHN policies, procedures and standards
- Interagency Code of Practice 2001

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.

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.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue. Existing employees who have undertaken a Police Check and are cleared and then subsequently charged with an offence are required to inform their Line Manager immediately.
- 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.
- Provision of services to outreach locations.
- Some out of hours work will be required.
- Preparedness to travel to country areas of South Australia (or interstate / or intrastate) by air or motor vehicle, including overnight stay is essential.
- Must participate in clinical supervision and orientation program.
- Must be prepared to relocate within the metropolitan area of the Division of Mental Health.
- May be required to temporarily fill a higher position, appropriate to the skills and capacity of the incumbent.
- Must have current drivers licence and be willing to drive.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide, contribute and deliver proficient Mental Health clinical care to clients and their families using evidence based practice.	> The provision of expert clinical knowledge and or interventions in child and adolescent mental health through the application of professional standards and adherence to policies, protocols and procedures and working within a model of person and family centred care. > Provide discipline specific assessments including consulting, aiding advanced interpretation and undertaking standardised, reliable and validated psychometric assessments (including e.g. assessment of cognitive, emotional, academic, behavioural or adaptive functioning) as clinically indicated, as well as structured clinical interviews and assessments. > Partnerships are developed both internal through a multidisciplinary approach and external to use clinical psychology expertise to ensure optimal client needs and outcomes. > Undertaking the assessment of complex individuals and families presentations, using expert knowledge and techniques available from a variety of therapeutic approaches, in order to determine the most appropriate interventions, by the use of significant degree of independent clinical decision making. > Implementing individual, family and/or other group therapies and other specific programs using a range of models and skills. > Providing written reports in a clear, concise manner that is readily understood by both consumers and professionals maintained in accordance with organisational policy. > Provide expert knowledge in monitoring client care plans and clinical review programmes/audits to ensure quality client outcomes. > Assist more junior staff with complex clinical work through co-work of complex cases and co-leading with the team psychiatrist and other expert practice clinicians the clinical discussions within the multidisciplinary meetings
Demonstrate a commitment to consumer participation and Team Leadership.	> Working collaboratively with consumers in the development of individual care/treatment plans using a recovery framework. > In collaboration with the Clinical Coordinator /Service Manager where applicable, reviews incidents, accidents and complaints arising within the clinical setting with a focus on reduction of incidents/accidents, complaints and identifies opportunities for improvement in consumer care. > In consultation with consumers and the Clinical Coordinator /Service Manager where applicable, identifies opportunities for improvement in consumer care and implements planned strategies designed to promote and establish the Service/Unit as a benchmark for excellence.
Ensure services are delivered in a culturally responsive manner	> Promotes access and equity of services for people from Aboriginal and Torres Strait Islander backgrounds. > Promotes access and equity of services for people from culturally and linguistically diverse backgrounds. > Provides services that are culturally responsive to the needs of consumers. > Enables consumers to make decisions concerning their health/mental health.
Provide clinical psychology leadership and expert knowledge to multidisciplinary staff for to implement consistency of practice standards and local service outcomes	> Will be expected to hold a portfolio in CAMHS Clinical Priority area > Implement the professional practice framework through leadership of psychology clinical practice. > Plan and co-ordinate services with other disciplines or agencies to meet health care needs. > Integrate mental health care within a risk management framework by contributing expert clinical assessment and advice.

	> Inconsistencies between clinical psychology practice and policy are addressed, within the defined area of expertise.
Encourage and foster a positive culture and safe work environment	> Contribute to a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges cultural and personal differences, and encourages creativity, innovation and honesty. > Resolve local and/or immediate clinical care service delivery problems > Establish and maintain productive working relationships. > Use of communication processes to effectively deal with challenging behaviours and the resolution of conflicts. > Support and implement change management processes
Contribute clinical expertise in a learning environment	> Contribution to the development and sustainability of clinical psychology skills for the needs of children and adolescents with mental health issues. > Ensure Psychology staff are provided with learning opportunities to meet CAMHS framework competencies and goals. > Provide other health professionals with opportunities for learning and education in psychological care. > Act as a consultant and resource person to CAMHS, other agencies and the community by providing information and education regarding child and adolescent and family mental health. > Provide clinical supervision of AHP 2 psychology staff within or across teams > Provide clinical supervision of Psychology Registrars within the Psychology Board of Australia framework
Responsible for individual development and education	> A contemporary professional practice portfolio is held with supporting evidence of knowledge and skills commensurate to the role. > Successful attainment of professional competencies to a standard agreed at annual performance development review and with reference to relevant competency based frameworks.
Contribute expertise in all aspects of quality management to improve clinical psychology **and service delivery**	> Existing practices and policies are continuously reviewed to reduce inconsistencies. > Leadership is provided in the development, implementation and evaluation of practice guidelines, protocols/audits and quality indicators.
Contribute to Research and Evaluation Programs	> Participate in the evaluation of clinical programs with a view to ensuring their adequacy, as well as identifying opportunities for new and improved services. > Maintain statistical information of activities for planning research, service delivery and service development. > Design, conduct and report on original research relevant to child and adolescent mental health. > Seek funding where appropriate from relevant sources to support ongoing research activities.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Must hold an appropriate degree in Psychology or equivalent qualification recognised by the Psychology Board of Australia
- Must hold general registration with Psychology Board of Australia and be endorsed in clinical psychology
- Must hold approved supervisor status with the Psychology Board of Australia at all levels of supervision (primary and secondary).

Personal Abilities/Aptitudes/Skills:

The incumbent must possess a high level of interpersonal skills, with the ability to:

- Communicate and work with other professionals, facilitate group functions and work as a team member.
- Work with a high degree of responsibility with limited supervision and direction.
- Communicate clearly in both written and verbal forms.
- Demonstrate a commitment to the principles of social justice.
- Clinical supervision of other professionals and as part of the Psychology Registrar program.
- Demonstrate a commitment to the development of personal and professional skills.

Experience

- Extensive clinical experience in the delivery of mental health psychology services to children and adolescents, with advanced clinical experience in the delivery of a range of evidence based clinical modalities relevant to Child and Adolescent Mental Health.
- Extensive experience in the area of supervision of clinical staff in a mental health setting
- Demonstrated ability to carry out psychology assessments and therapeutic interventions of a highly complex nature with emotionally disturbed children and adolescents, and their families using a range of theoretical models in assessment and intervention.
- Developing, designing, implementing and evaluating preventative and/or therapeutic programs.
- Working in a multi-disciplinary team
- Liaising with other agencies and professional groups

Knowledge

- Advanced knowledge in at least one area of clinical practice relevant to Child and Adolescent Mental Health
- Demonstrated knowledge of the theory and practice of clinical work within the individual's professional speciality area, including group work.
- Knowledge of developmental and attachment theory.
- Knowledge of a variety of assessment and intervention models for working with children, adolescent and families.
- Knowledge of the wider system and the relationship between social contexts and mental health.
- Knowledge of child protection legislation.
- Knowledge of the impact of government policy affecting the area of child, adolescent and family health and welfare services.
- Knowledge of primary health care principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Higher qualifications or recognised formal training in at least one modality of clinical practice relevant to Child and Adolescent Mental Health, or within the discipline of psychology.
- Formal training in a recognised model of supervision relevant to the mental health setting.
- Further clinical training relevant to the goals of the organisation e.g. family therapy, group therapy.

Experience

- Active involvement in professional organisations.
- Experience of qualitative/quantitative evaluation outcome measures or programs.
- Therapeutic group work experience
- Experience providing clinical services in rural or remote locations and/or defined areas of practice (e.g. forensic, guardianship, Aboriginal, family therapy, early childhood attachment interventions).

Knowledge

- Understanding of trauma and the impact on Aboriginal families.
- Knowledge of intergenerational trauma and impacts on child and adolescent mental health

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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 adolescents 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, adolescents and women, including:

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

Division/Branch

Child Adolescent Mental Health Service (CAMHS) is the state-wide child and adolescent mental health service auspiced by the WCHN. CAMHS provides specialist mental health services for infants, children, adolescents predominantly up to the age of 16 years and their families, and women (and their children up to 3 years), who are experiencing mental health problems or severe emotional and behavioural disturbance.

The aim of CAMHS is to reduce the extent and severity of mental health problems in this client group in our community and inpatient services whilst promoting good mental health and delivering early intervention mental health programs to identified population groups.

Assessment and treatment services are provided by a range of clinicians who are specialised in child and adolescent mental health. These include mental health nurses, mental health nurse practitioners, psychiatrists, psychologists, social workers, occupational therapists, speech therapists, paediatricians, and psychotherapists.

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.
Code of Ethics

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:

Women's and Children's Health Network

Strategic Plan 2011–2017

Vision

Better health for children, young people and women.

Purpose

To provide quality health services for children, young people and women.

Values

These values will be demonstrated through everything we do:

- Respect for our clients, patients, colleagues and communities
- Act with integrity, honesty and accountability
- Improve our services and care through innovation, learning, experience and research.

Strategic Goals

Goal 1: Provide quality health care to our patients, clients, and communities.

Goal 2: Provide effective systems and processes to support delivery of our health services.

Goal 3: Prioritise and allocate resources and infrastructure to best meet health needs.

Goal 4: Build and support our people, culture and capability.

Patients, Clients, Communities

Goal 1: Provide quality health care to our patients, clients, and communities.

To achieve our vision, the key outcomes we must deliver are:

- Contribute to the population's health and wellbeing
- Improve opportunities to prevent illness and promote health
- Reduce the gap between Aboriginal and non-Aboriginal health and wellbeing
- Provide specialist services
- Improve equity of access to health services

Systems and Processes

Goal 2: Provide effective systems and processes to support delivery of our health services.

To deliver the required community outcomes, we need to achieve:

- Person-centred care and continuous service review
- Safe and evidenced based healthcare
- Illness prevention and health promotion across all service areas
- Organisational risk management
- Quality and integrated health care
- Leadership in specialist services for the state
- Community engagement
- Strong partnerships

Resources and Infrastructure

Goal 3: Manage resources and infrastructure to best meet health needs.

To deliver the required community outcomes, we need to:

- Prioritise and allocate resources and infrastructure
- Efficiently utilise current resources
- Effectively manage resources and assets for maximum benefit
- Plan for future needs based on evidence and best practice

Our People, Culture and Capability *(Employees, Volunteers and Contracted)*

Goal 4: Build and support our people, culture and capability.

To achieve the desired outcomes and sustain our ability to change and improve, we need to:

- Always demonstrate our shared organisational values and culture of service
- Attract and retain the required high quality staff
- Develop competence, capability, individual accountability and performance
- Ensure a safe working environment
- Demonstrate innovative healthcare
- Foster teamwork