



## ROLE DESCRIPTION

<b>Role Title:</b>	Nurse Consultant (Senior Nurse in Teams)
<b>Classification Code:</b>	Registered Nurse Level 3
<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
<b>Division:</b>	Child and Adolescent Mental Health Services
<b>Department/Section / Unit/ Ward:</b>	CAMHS Eating Disorders Service
<b>Role reports to:</b>	Operationally to Metropolitan Community Services Manager and Professionally to Nursing Director through the Principal Mental Health Nursing Lead.
<b>Role Created/ Reviewed Date:</b>	June 2021
<b>Criminal History Clearance Requirements:</b>	Working with Children Check (issued by DHS) National Police Check (issued by approved provider)
<b>Immunisation Risk Category</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

## ROLE CONTEXT

### Primary Objective(s) of role:

The CAMHS Senior Nurse in Eating Disorders works at the interface of acute and chronic illness, injury and disability and mental health, providing direct expert care for an individual or group of clients and clinical leadership to multidisciplinary staff within community settings. The Senior Nurse is a person who through education and experience is able to effectively ensure and provide quality mental health clinical services to children, adolescents and their families experiencing complex, social, emotional and behavioural difficulties, in the context of health concerns, within a multidisciplinary and interagency team context.

The Senior Nurse has extensive experience and understanding of the particular requirements of the community context and its impact on direct patient care and the provision of inpatient and outpatient eating disorder assessment and therapeutic interventions, in the Statewide Paediatric Eating Disorder Service.

Employees in this role accept accountability for their mental health nursing practice, the outcomes of nursing practices for the specific client group, the professional advice given, delegations of care made and for addressing inconsistencies between practice and policy.

This role will provide the pivotal leadership and co-ordination of patient/client mental health care delivery in a defined ward/unit/service/program to achieve continuity and quality of patient/client care and outcomes and efficient patient/client flow.

Employees classified at this level provide clinical nursing expertise for patients and families experiencing an eating disorder, in line with the Statewide Paediatric Eating Disorders Services (SPEDS) Model of Care, 2020. The CAMHS Nurse Consultant – Eating Disorder Service works collaboratively with the WCHN Eating Disorder Service and various SPEDS teams across South Australia to contribute to the planning, delivery and evaluation of eating disorder care.

Employees classified at this level are experts within their area and stream of practice (mental health) and have a significant degree of autonomy and decision making.

Various practice models may be used to enact this role, including but not limited to:

- Coordination and leadership of team clinical activities / programs that contribute clinical expertise/ coordination to improve patient/client/service outcomes;
- Providing mental health nursing care.

### Direct Reports:

- > Level 2 clinical staff in the Eating Disorders Service. Admin Staff

### Key Relationships/ Interactions:

#### Internal

- > Operationally reports to Service Manager (level 4).
- > Professionally reports to Manager Operations Acute and State-wide Services/Nursing Director CAMHS (level 5) through the Principal Mental Health Nursing Lead.
- > Works collaboratively with all level 3 and level 4 Nurses and/or Midwives.
- > Maintains collaborative, productive working relationships with all members of the WCHN Eating Disorder Service and SPEDS multi-disciplinary teams
- > Provides support, leadership and co-ordination of services to the WCHN Eating Disorder Service and SPEDS multi-disciplinary teams
- > Works closely and collaboratively with the team psychiatrist and other senior staff to ensure optimal consumer care.
- > Provide professional/clinical supervision and guidance to Nursing staff, particularly less experienced members of the nursing team.
- > 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 Child and Adolescent Mental Health.
- > Supervises and works collaboratively with the less experienced members of the team, and may provide supervision to less experienced staff across teams as required.

#### External

- > Clients/parents/carers and families.
- > Maintains collaborative, productive working relationships with all members of the SPEDS multi-disciplinary teams within other LHNs and across South Australia
- > Maintains collaborative, productive working relationships with SPEDS researchers
- > 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:

- > Keeping professionally up to date with relevant research, technological advances and models of care.
- > Working appropriately and in a culturally respectful way with infants, children, youth, women and their families where there are multiple complexities, diverse cultural backgrounds and expectations of clients.
- > Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices.
- > Providing a range of specialist, evidence based interventions that address the mental health needs of infants ,children, young people and their families.
- > Working collaboratively within the multidisciplinary team and across organisational Divisions/sites and promotes communication processes to enable best patient/client outcomes.

### 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:

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
- > 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.
- > SA Health/LHN/SAAS policies, procedures and standards.

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.
- > 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.
- > As a state-wide service, CAMHS employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia.
- > 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 WCHN and CAMHS orientation program
- > Must be prepared to relocate within the metropolitan area of the Division of CAMHS.
- > 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.
- > Some out of hours work will be required.
- > 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.

### 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.***

**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 always 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Coordinate and oversee multidisciplinary team responsible for the delivery of service for CAMHS</p>	<ul style="list-style-type: none"> <li>&gt; Provides day to day coordination and leadership of the multidisciplinary team activities to achieve continuity and quality of client mental health care.</li> <li>&gt; Ensure clinical documentation records within the area of responsibility are maintained in accordance with organisational policy.</li> <li>&gt; Ensure local clinical processes (e.g. allocations, initial assessments and multidisciplinary review) are developed and changed in accordance with emerging service needs, care evaluation results, identified imminent systems problems.</li> <li>&gt; Ensure information systems are used to inform decision making and evaluate outcomes convey information to staff.</li> <li>&gt; Ensure Service Manager is aware of and assists Service Manager with the management of performance issues.</li> </ul>
<p>Direct/indirect patient/client care</p>	<ul style="list-style-type: none"> <li>&gt; Integrate contemporary mental health information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that is expected at this level eg Expert clinical knowledge underpins and informs their ability to support, lead and/or provide expert clinical care to improve and optimise nursing/midwifery care.</li> <li>&gt; Provide direct, expert clinical mental health nursing care of complex individuals, select and implement different therapeutic interventions, provide individual case management to a defined population of patients/clients and evaluate progress.</li> <li>&gt; Contribute expert mental health nursing assessment and advice to local clinical teams to achieve integrated nursing care within a risk management framework.</li> <li>&gt; Undertake the mental health nursing care role with a significant degree of independent clinical decision making in the area of personal expertise.</li> <li>&gt; Be required in a multidisciplinary health care setting to apply mental health nursing expertise to assess clients, select and implement different therapeutic interventions and/or support programs/group work and evaluate client progress.</li> <li>&gt; Effective complex discharge planning / hospital avoidance through the provision of education, equipment and referral.</li> </ul>
<p>Support of health service systems</p>	<ul style="list-style-type: none"> <li>&gt; Use available information systems: to inform decision making, to implement and co-ordinate processes for quality improvement, to monitor and analyse incidents and accidents, to ensure quality and safety is not compromised, to evaluate outcomes and convey information to staff.</li> <li>&gt; Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise.</li> <li>&gt; Management of resources with due diligence.</li> <li>&gt; Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing/midwifery professional practice frameworks.</li> <li>&gt; Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures.</li> <li>&gt; Maintain productive working relationships and manage conflict</li> </ul>

	<p>resolution.</p> <ul style="list-style-type: none"> <li>&gt; Contribute to the development and sustainability of nursing/midwifery skills for the needs of the specific population group using systems of resource and standards promulgation.</li> <li>&gt; Contribute specific mental health expertise to nursing/midwifery practice through clinical protocol and standards development.</li> </ul>
Education	<ul style="list-style-type: none"> <li>&gt; Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role.</li> <li>&gt; Ensure mechanisms are in place to support ongoing education where work and learning are integrated.</li> <li>&gt; Apply and share expert clinical knowledge to improve patient/client care outcomes.</li> <li>&gt; Contribute clinical expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching.</li> </ul>
Research	<ul style="list-style-type: none"> <li>&gt; Contribute specific expertise to monitor and evaluate research activities in order to improve nursing or midwifery practice and service delivery.</li> <li>&gt; Establishing, implementing and evaluating systems, which ensure best practice/evidence and patient/client outcomes;</li> <li>&gt; Applies evidenced based recommendations to improve practice and service function.</li> <li>&gt; Contribute to clinical practice research.</li> </ul>
Professional leadership	<ul style="list-style-type: none"> <li>&gt; Provides leadership and direction, acts a role model, mentor, consultant and resource person.</li> <li>&gt; Oversee the provision of mental health nursing care within a team/unit.</li> <li>&gt; Lead mental health nursing clinical practice within the professional practice framework established by the Director of Nursing/Midwifery.</li> <li>&gt; Contribute to the redesign of care and treatment practices.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Registered or eligible for registration as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate, enrolled in an approved Mental Health course or holds a qualification in mental health practice.

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

- > Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation skills.
- > Ability to work effectively within a multidisciplinary team.
- > Ability to prioritise workload and meet set timelines.
- > Demonstrated ability to foster a workplace environment that develops staff potential.
- > Proven ability for flexibility, innovation and creativity within the whole of service setting.
- > Demonstrated ability in the leadership and facilitation of change management.
- > Demonstrated ability in leading and promoting consumer engagement initiatives

#### **Experience**

- > Registered Nurse and or Midwife with at least 3 years post registration experience.
- > Demonstrated competence in delivering proficient and comprehensive mental health nursing assessment and direct clinical services to children, young people and their families experiencing complex, acute or chronic mental illness/ trauma or a wide range of emotional and behavioural disturbance.
- > Integration of contemporary information and evidence with personal experience to support decision making, innovative thinking and objective analysis.
- > Experience in the supervision of students, enrolled nurses and less experienced registered nurses and /or midwives.

#### **Knowledge**

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of Australian National Safety and Quality and Safety Health Service Standards.
- > Knowledge of contemporary professional mental health nursing and health care issues.

### **DESIRABLE CHARACTERISTICS**

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

- > Qualification/s relevant to practice setting
- > Qualifications in Mental Health practice
- > Tertiary qualifications in nursing and/or midwifery or human services related discipline (Graduate Diploma or Master level)

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

- > Skills in using computers and software relevant to the area of practice.
- > Ability to analyse complex clinical data.
- > Ability to undertake presentations to community and professional groups.

#### **Experience**

- > Experience with quality improvement methodologies for clinical activities
- > Experience in evaluating the results of nursing and or Midwifery research and integrating, where relevant, the results into nursing and or midwifery practice.
- > Experience in clinical management and leadership roles.

#### **Knowledge**

- > Knowledge of the South Australian Public Health System



## 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.

## 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:**

## Women's & Children's Health Network

### 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