

Strategic Directions 2015-20

Our Vision

A community in which survivors of torture and trauma thrive and flourish

We provide trauma-informed, culturally responsive services that recognise the values, needs and aspirations of our clients

We work with communities to build health literacy, social capital and resilience

We develop collaborations for innovation, growth and service improvement

We inspire courageous governance, service excellence and a vibrant and inclusive organisational culture

Outcomes

1. Client needs are met and their expectations exceeded
2. Clients participate in and actively contribute to our society
3. Improved mental health and wellbeing

1. Clients, their families and communities influence how services are planned, delivered and evaluated
2. Improved individual and community health literacy
3. People can manage the problems and challenges they face with resilience

1. Improved stakeholder relations
2. Lead agency for responses to refugee and asylum seeker torture and trauma
3. Innovation and excellence through collaborative service planning, delivery and evaluation

1. Our culture and systems foster wellbeing, innovation and excellence
2. Increased and diversified funding for sustainability and growth
3. We meet and exceed contractual performance targets and deliverables

Strategies

1. A client centred recovery oriented practice framework
2. A clinical workforce strategy to support our practice framework and delivery of these service outcomes
3. Advise and educate health and other services in trauma-informed, culturally responsive approach
4. Systems and processes for effective service planning, delivery, monitoring and evaluation

1. An active and valued client reference group
2. Work with communities to identify and support opportunities for capacity building and peer education
3. Develop and promote relevant health literacy resources
4. Work with community leaders to reduce stigma

1. A stakeholder engagement strategy
2. Explore and develop strategic co-location opportunities
3. Develop and respond to research proposals and partnerships
4. Establish a sector development consultancy
5. Co-ordinate a strategic forum of services for survivors of torture and trauma

1. A continuous quality improvement strategy
2. A business development strategy
3. Refresh and sustain excellence in clinical and corporate governance
4. Professional development pathways and employment practices that support cultural diversity and inclusion