



complex PSYCHOLOGY



STRATEGIC PLAN 2019-2024

Our vision is for everyone to have the right to a meaningful and engaged life.



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complexpsychology.com.au



Our Values

Supporting people with complex needs and their networks to achieve meaningful participation, by creating solutions that assist them to reach their full potential.



Equity

We focus on people with the most complex needs.



Integrity

We work with professionalism and accountability.



Respect

We act fairly and ethically and respect the needs of the client and the community.



Quality/Expertise

We offer specialised skills and best practice expertise.



Leading Change

We challenge the status quo by fostering a commitment to innovation.



Empowerment

We empower clients and enable services to build their capacity, engagement and opportunity.



Outcomes

For clients

Clients feel safe, heard and able to navigate the system

Clients are connected to services, family and community supports

Clients develop new skills and are more independent

Clients participate in fewer risky behaviours and quality of life is improved

We build the capacity of our clients

For the Service System

Partners trust our knowledge and expertise, and have confidence in the quality of our services

Partners understand our services and how to access them

Partners harness and promote our skills and reputation to achieve their and others' objectives

We deliver partners value for money

We assist in the building of capacity

For staff

Staff are valued, involved, supported and safe within a team environment

Staff access interesting, varied and rewarding work with clear accountabilities

Staff mix, skills and expertise are developed and efficiently deliver best practice client outcomes

Staff enjoy security, flexibility and work-life balance



Key Focus Areas

1. Client experience and service quality

We will:

- 1.1 Develop comprehensive quality assurance mechanisms aligned to accreditation requirements and best practice principles and standards.
- 1.2 Strengthen the cultural accessibility and safety of our services to Aboriginal and Torres Strait Islander, LGBTIQ+ and CALD clients.
- 1.3 Continue to innovate by documenting and reviewing our service delivery model and its application to new and emerging areas of business.
- 1.4 Develop a shared client outcome framework for use within the service and external reporting.

2. Staff experience and culture

- 2.1 Ensure staff mix and allocation of responsibilities effectively balances operational requirements with individual interests, capabilities and needs linked to clear KPIs.
- 2.2 Foster staff learning and development that increases professional confidence and capability and facilitates collaboration.
- 2.3 Ensure staff are well supported in a safe work environment that effectively manages risk.

3. Partnerships and collaboration

- 3.1 Strengthen the visibility and promotion of service offering and individual staff capabilities across the sector.
- 3.2 Strengthen clients' and Service Systems' understanding of referral processes, expectations and timelines.

- 3.3 Draw on specialist expertise to support the development of sector capability particularly in areas with identified service gaps.
- 3.4 Foster stronger links with Service System working with complex clients.

4. Service mix, systems and sustainability

- 4.1 Develop a strategy for planned growth, diversification and desirable service mix that delivers sustainability and certainty.
- 4.2 Ensure the business model delivers high quality, in-demand services that are competitive with other providers.
- 4.3 Improve internal accountability and governance mechanisms.
- 4.4 Ensure systems and infrastructure keep up with planned growth.