

STRATEGIC FRAMEWORK 2015–2019



OUR PURPOSE

Drive ongoing reform towards a more integrated, evidence-based, recovery oriented mental health, drug and alcohol system within Queensland.

OUR VISION

A healthy and inclusive community where people experiencing mental health difficulties or issues related to substance use have a life with purpose and access to quality care and support focused on wellness and recovery, in an understanding empathic and compassionate society.

SUPPORTING GOVERNMENT'S COMMUNITY OBJECTIVES

Supports the Queensland Government's objectives for the community, delivering quality front line services, creating jobs and a diverse economy and building safe, caring and connected communities within the mental health drug and alcohol environment.

OUR WORK

OUTCOMES

- Queenslanders living with mental health difficulties or issues related to substance misuse are better supported to live purposeful lives.
- Mental health and wellbeing is a shared responsibility across all sections of government and community.

OBJECTIVES

To achieve better outcomes for people living with mental health issues or substance misuse

- By reaching consensus on and making progress towards achieving system wide reforms
- By maximising the collective impact of lived experience and professional expertise

STRATEGIES (KEY RESULTS AREAS)

WHOLE OF GOVERNMENT STRATEGIC PLANNING

The Commission is required to develop a whole of government strategic plan in consultation with consumers, families, carers, government and non-government stakeholders. The Commission's role is to facilitate, support and report on the *Queensland Mental Health, Drug and Alcohol Strategic Plan 2014-2019 (Strategic Plan)* implementation.

The Commission will lead initiatives where appropriate and support other government and non-government agencies to take action that will contribute to:

- Better services for those who need them, when and where they are required;
- Better awareness, prevention and early intervention initiatives to maintain wellbeing, prevent the onset and minimised the severity and duration of problems;
- Better engagement and collaboration to improve responsiveness to individual and community needs
- Better transparency and accountability so the system works as intended and in the most effective and efficient way.

The Commission will report annually on progress made on implementing the Plan and achieving its outcomes.

REVIEW, RESEARCH AND REPORT

Review, research and report are functions of the Commission that will enable it undertake work to inform decision making or provide recommendations on review of existing activity value and/or in determining new initiatives.

Key ongoing deliverables will include:

- Review of mental health and substance misuse system effectiveness and efficiency
- Developing options for reform and other research papers to inform initiatives to improve outcomes for consumers, families and carers;
- Evaluations of both existing and new initiatives supported by the Commission to identify best practice.
- Contribution to those reviews being undertaken by other state or national agencies.
- Contributing to the development of contemporary mental health legislation and reviewing other relevant legislation
- Strategies to support the implementation of recommendations.

AWARENESS AND PROMOTION

The Commission has a key role in facilitating and promoting awareness, prevention and early intervention by supporting government and non-government stakeholders in undertaking effective action. Actions are linked to the Strategic Plan *Shared Commitments to Action*.

This will be undertaken through leading or supporting strategies that:

- Support and promote social inclusion and recovery of those living with mental illness or substance misuse.
- Promote community awareness and seek to minimise stigma or discrimination.
- Facilitate sharing of knowledge and ideas with a focus on promoting mental health wellbeing, illness prevention early intervention.
- Reduce suicide and attempted suicide, and its impact on families and communities

SYSTEMIC GOVERNANCE

The Commission is responsible for establishing state wide systemic governance mechanisms which supports an approach that is collaborative, representative, transparent and accountable and operates in accordance with the *Queensland Mental Health Commission Act 2013*.

Key ongoing deliverables include:

- Support the Mental Health and Drug Advisory Council.
- Support and further develop processes to enhance the capacity of consumers, families and carers to contribute to systemic reform.
- Establish mechanisms to support collaboration.
- Progress common priorities with other Mental Health Commissions.

PERFORMANCE INDICATORS

- Extent to which agreed commitments in the Strategic Plan are implemented.
- Stakeholder satisfaction with the support and achievements of the Commission particularly in relation to: opportunities to provide consumer, support person and provider perspectives on mental health and substance misuse issues; extent to which consumer and provider perspectives are represented in strategic directions articulated by the Commission to improve the system; and the range of stakeholders involved in developing and implementing solutions

KEY STRATEGIC RISK MANAGEMENT

- **Expectations** – High and varied expectations of the Commission are held by stakeholders including consumers, families, carers and supporters, non-government agencies, the public and private sectors, academia and professional bodies. This will be managed through promoting the Commission's role, working collaboratively and regular communication.
- **Reputational** – Perceptions of the Commission as an independent body are essential to its credibility, reputation and capacity to affect change. This will be influenced by the quality of the Commission communication processes, particularly timely and transparent reporting of progress across all sectors.
- **Governance** – The capacity of the Commission to perform effectively and efficiently in a complex environment with finite resources requires robust governance and management systems.
- **Reform Influence** – Commission's ability to facilitate reform across government links closely with the first two risks and requires it to effectively monitor changing government priorities and maintain sound relationships with central agencies.

VALUES

The public service values 'Customers First, Ideas for Action, Unleash Potential, Be Courageous, Empower People and Promote Wellness' are fundamental to all that we undertake.

