

Key Result Area	Strategies	Objectives (focus areas - but other actions also necessary)
<b>Resources</b>	<ol style="list-style-type: none"> <li>1. Commit to Good Governance, Risk Management and Legal Compliance at all times</li> <li>2. Encourage an organisational culture of improvement and sustainability</li> <li>3. Market CAAPS internally and externally</li> </ol>	<ul style="list-style-type: none"> <li>- Address Board succession</li> <li>- Ensure that funding body KPIs drive performance</li> <li>- Increase Aboriginal and Torres Strait Islander recruitment and retention</li> <li>- Maintain QIC accreditation</li> <li>- Optimise use of the LOGICQ system</li> <li>- Recognise and reward initiative</li> <li>- Encourage flexibility and innovation in service delivery</li> <li>- Participate in networking events</li> <li>- Promote CAAPS in all media streams</li> </ul>
<b>Client Services</b>	<ol style="list-style-type: none"> <li>4. Ensure best practice in clinical governance</li> <li>5. Ensure cultural connection and family are the foundation of work with clients</li> <li>6. Increase the range of services provided to clients</li> </ol>	<ul style="list-style-type: none"> <li>- Review the AOD and VSU Programs annually</li> <li>- Maximise in-house and local opportunities for staff training</li> <li>- Review the Intake program 6 monthly</li> <li>- Celebrate Aboriginal and Torres Strait Islander family and cultural values</li> <li>- Support the Cultural Safety Framework and the Cultural Safety Committee</li> <li>- Ensure service delivery is responsive to the family context</li> <li>- Enhance aftercare and follow-up</li> <li>- Provide referrals to transitional accommodation through community partnerships</li> <li>- Enhance outreach capacity in partnership with others</li> <li>- Provide access to parenting and life skills training</li> <li>- Assist clients to source of funding relevant to support their needs</li> </ul>
<b>Partners</b>	<ol style="list-style-type: none"> <li>7. Build sustainable links with clients' communities</li> <li>8. Work with government agencies to deliver innovative programs which benefit communities</li> </ol>	<ul style="list-style-type: none"> <li>- Maintain contact with past clients and their communities</li> <li>- Share CAAPS experience with organisations and communities</li> <li>- Develop formal partnerships to improve access to services</li> <li>- Build the capacity of CAAPS to respond to new ideas and opportunities</li> <li>- Facilitate access to client employment opportunities</li> <li>- Build alliances beyond the AOD sector</li> </ul>