



# CAAPS Strategic Plan 2020–2023

Key Result Area	Strategies	Priority Actions
<b>Foundations</b>	<ol style="list-style-type: none"> <li>1. Ensure excellence in Governance, Risk Management and Legal Compliance</li> <li>2. Increase Aboriginal and Torres Strait Islander recruitment and retention</li> <li>3. Encourage an organisational culture of continuous improvement</li> <li>4. Invest in the agility of staff to undertake different roles</li> <li>5. Build the CAAPS brand</li> </ol>	<ul style="list-style-type: none"> <li>– Increase the number of members of CAAPS</li> <li>– Promote the role of the Board</li> <li>– Develop a support framework for Aboriginal and Torres Strait Islander staff</li> <li>– Ensure Aboriginal and Torres Strait Islander culture is visible throughout the organisation</li> <li>– Maintain QIC accreditation</li> <li>– Recognise and reward initiative</li> <li>– Use EOIs and support staff to develop confidence and skills in new areas of work</li> <li>– Encourage flexibility and innovation in services</li> <li>– Develop a communications plan</li> <li>– Promote CAAPS in all media streams</li> </ul>
<b>Services</b>	<ol style="list-style-type: none"> <li>6. Ensure excellence in clinical governance</li> <li>7. Ensure healing, cultural connection and family are the foundation of work with clients</li> <li>8. Expand the range of alcohol and other drug services</li> <li>9. Develop social and emotional wellbeing services</li> <li>10. Expand youth services</li> </ol>	<ul style="list-style-type: none"> <li>– Ensure all programs remain current and fit for purpose</li> <li>– Ensure best practice in work place supervision and clinical supervision</li> <li>– Continue to develop the Cultural Safety Framework and the Cultural Safety Committee</li> <li>– Ensure services are responsive to the family context</li> <li>– Continue to seek opportunities outside the current residential AOD approach e.g. HOS, HASI and IFPS</li> <li>– Seek opportunities to broaden counselling and wellbeing services across complimentary sectors</li> <li>– Re-brand and expand youth services toward more holistic clinical support services encompassing assessment, education and case management</li> </ul>
<b>Relationships</b>	<ol style="list-style-type: none"> <li>11. Strengthening links with communities</li> <li>12. Build alliances beyond the AOD sector</li> <li>13. Contribute to excellence in the community sector</li> </ol>	<ul style="list-style-type: none"> <li>– Provide information and support to other workers in rural and remote communities.</li> <li>– Increase capacity for client follow-up in remote communities</li> <li>– Encourage staff to participate in networking forums and hold membership on external committees eg NTCOSS, HRG, Indigenous Knowledge Centre</li> <li>– Develop alliances with complimentary service organisations to support our work with families and communities</li> <li>– Participate in Learning Circles</li> <li>– Encourage participation in conference presentations by CAAPS staff</li> <li>– Taking the lead on topical issues or working parties</li> </ul>