



ROLE DESCRIPTION

Role Title:	Director of Child and Family Health Service (CaFHS)
Classification Code:	Allied Health Professional Level 6 - AHP6
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network (WCHN)
Hospital/ Service/ Cluster	Women's and Children's Health Network (WCHN)
Division:	Nursing & Midwifery and Consumer Experience
Department/Section / Unit/ Ward:	Child and Family Health Service (CaFHS)
Role reports to:	Executive Director of Nursing & Midwifery and Consumer Experience
Role Created/ Reviewed Date:	January 2025
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> National Police Check – Working unsupervised with vulnerable persons (NPC)
Immunisation Risk Category	Category B - no direct physical contact with patients/clients Click here for more information

ROLE CONTEXT

Primary Objective(s) of role:

The Director of CaFHS holds a pivotal role in providing strategic, operational, and clinical leadership within CaFHS and the broader WCHN. This position entails the overarching responsibility for governance, direction, and the development of frameworks and systems that underpin clinical practice.

The Director of CaFHS ensures that these frameworks and systems are aligned with best practice, are regularly monitored, and evaluated to uphold the highest standards of clinical care and service delivery standards. The role scope may extend to other health services within and across WCHN, reflecting the Director's advanced expertise and broad scope of practice.

With a high degree of autonomous decision-making, the Director of CaFHS operates as an expert, capable of leading and directing complex service environments, designing service models, effective at change management, and implementing transformative practices and operating models and driving continuous improvement.

The Director of CaFHS will accept accountability for the governance and practice standards of nurses/midwives, allied health professionals and medical clinicians, ensuring that robust systems are in place to support, evaluate and enhance practice. This includes fostering healthy work environments, cultivating a culture of collaboration and continuous professional development, and ensuring the cost-effective provision of health services within their span of control.

The Director of CaFHS is further responsible for determining strategic workforce planning and development initiatives, ensuring that the multidisciplinary teams are highly skilled, engaged, and equipped to meet current and future challenges. This includes implementing strategies aligned to the Early Years reform to enhance staff well-being, retention, and job satisfaction, thereby creating a resilient and responsive workforce capable of delivering exceptional care and further reach across all service areas that are sustainable.

The Director of CaFHS plays a critical leadership role within the Nursing & Midwifery and Consumer Engagement senior leadership team, guiding strategic initiatives and contributing to the overall direction and success of the service and WCHN.

Direct Reports:

- > Director – Operations (RN/M5.2) / Program Manager Operations (AHP5)
- > Clinical Practice Director
- > Manager Business & Service Support
- > Executive Assistant
- > Safety & Quality Risk Coordinator

Key Relationships/ Interactions:Internal

- > Partners with executive and senior clinical and management personnel and disciplines including nursing/midwifery, medical, allied health, scientific and technical services.
- > Maintains collaborative relationships with Nursing/Midwifery, Allied Health and Medical Directors across the network.
- > Maintains collaborative relationships with Research, Innovation and Digital Health Portfolio leaders.
- > Maintains collaborative relationships with People and Culture Directorate
- > Maintains collaborative relationships with ICT Applications Support
- > Works closely with the Director of Strategy & Reform

External

- > Partners with non-government organisations/government organisations.
- > Liaises regularly with unions and staff bodies and with external agencies.
- > Collaborates with consumer representatives with lived experience.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Advocating for consumer-led practice design within sphere of influence
- > Providing strategic and operational leadership for nursing/midwifery and other services within the scope of the role.
- > Accountable for the service's human, financial and material resources and promoting a culture of due diligence.
- > Building a culture of quality and safety that is patient/client centred.
- > Leading innovation and change management to address emerging service and workforce whilst fostering a supportive work environment.

Delegations:

- > Human Resources – Level 3
- > Finance & Procurement – Level 3

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination policy*.
- > Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit and must be renewed every 5 years from the date of issue.
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the date of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills, and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

Zero Tolerance to Racism:

The Women's and Children's Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers, and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must always act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Executive Leadership	<ul style="list-style-type: none"> > Lead the development and execution of a long-term strategic vision, identifying emerging trends and opportunities to innovate and enhance service delivery. > Drive initiatives that align with the broader goals of WCHN and government priorities. > Ensure relationships are established across WCHN and the state to ensure a coordinated, integrated, and consistent approach in the delivery of services. > Ensure the effective management of human, financial and physical assets across the service through the appropriate planning and allocation of resources to achieve agreed business and strategic plans. > Oversee budget preparation, monitoring and adherence to resource allocations. > Engage with a wide range of stakeholders to influence the need for and development of statewide policy, secure funding, and enhance the visibility and impact of programs and services. > Develop strategies to ensure the long-term sustainability of services, including future workforce planning, resource optimisation, and the exploration of alternative funding models. > Promote diversity, inclusion, and collaborative working across all levels, ensuring that the workforce and service delivery are reflective of the diverse communities served. Implement initiatives that address health disparities and improve access to services for underrepresented groups. > Lead and support effective, engaged change management through evidence informed frameworks. > Manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the <i>Work Health and Safety Act 2012</i> (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Use their clinical knowledge, experience, and expertise to provide strategic and operational leadership, governance and direction including models of care. > Build a culture which is patient/client centred and where patient/client engagement is encouraged. > Accountable for evaluating and consistently improving nursing/midwifery, allied health and medical practice and healthy work environments. > Ensures that nursing/midwifery, allied health, and medical operations meet both regulatory requirements and adhere to organisational policy and practice. > Identifies and mitigates risks associated with the service, ensuring the safety and well-being of the patient/client and their families.
Support of health service systems	<ul style="list-style-type: none"> > Develop and implement a contemporary professional practice framework within the service. > Leads the development and implementation of clinical governance frameworks to enhance patient/client safety and quality of care. > Develop and/or implement corporate administrative and risk management frameworks.

	<ul style="list-style-type: none"> > Develop and implement service delivery policies, goals, benchmarking frameworks, and clinical practice standards which support and direct the service provision. > Develop and guide the use of information systems to inform decision making, manage practice, store corporate knowledge, and convey information to staff. > Establish standards for human resource systems including processes and standards for staff recruitment, performance, development, and retention. > Contribute to and/or negotiate organisation budget and activity profiles. > Oversee the effective and efficient management of services, ensuring optimal resource utilisation and adherence to clinical standards.
Education	<ul style="list-style-type: none"> > Lead the establishment of learning cultures across span of appointment. > Design, implement, and evaluate comprehensive education and training programs that align with organisational goals and ensure that all staff within the service are equipped with best practice clinical knowledge and skills. > Ensuring staff have the capacity and capabilities to meet service delivery needs, priorities, and work standards. > Lead regular competency assessments and validation processes to ensure that staff meet the required clinical and professional standards, ensuring the provision of additional training or remediation as needed. > Establish and oversee mentorship and coaching programs to nurture emerging leaders, support staff career progression, and ensure knowledge transfer across the workforce.
Research	<ul style="list-style-type: none"> > Lead the establishment of a culture of research enquiry. > Integrate contemporary information and research evidence with personal knowledge and experience to support high level decision making. > Lead research initiatives and foster innovation in workforce education and clinical practice by integrating new methodologies, including evidence-based practices into the learning and development strategy.
Professional leadership	<ul style="list-style-type: none"> > Build a culture that consistently delivers patient-centred care, achieving this through workforce development and ensuring consumer and workforce co-design. > Develop systems and an environment that ensures accountability to our CREATE values. > Provide professional allied health advice, direction, and governance, particularly as related to the workforce. > Provide corporate management of allied health services for the Service. > Lead, coach, coordinate, and support direct reports and provide mentorship for less experienced allied health professionals. > Lead innovation, change processes, and coordinated responses to emerging service and workforce needs. > Provide leadership and oversight to the organisational portfolio or long term and/or significant project as directed. > May be required to provide executive level management of services other than allied health for a specified Health Unit or Community Service.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Appropriate Allied Health degree or equivalent qualification in relevant professional stream
- > Registered or eligible for registration/membership as an Allied Health Professional with the relevant registration board or association where applicable.

Personal Abilities/Aptitudes/Skills:

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.
- > An ability to achieve positive outcomes through effective leadership and delegation and by working in a team.
- > Demonstrated ability to lead strategy and operational direction for health services.
- > Thrives in high-pressure environments, with an ability to deal with a range of issues concurrently, maintaining composure and making sound decisions even in the face of challenges.
- > Ability to analyse options, make decisions and implement policies.
- > Proven ability to create and manage change and operate effectively in an environment of complexity, uncertainty, and rapid change.
- > Commitment to ethical practices, ensuring that all decisions and actions are guided by clinical best practice and a focus on patient/client well-being.
- > Exceptional communication skills, both written and verbal, enabling clear articulation of vision, strategies, and policies to diverse audiences, including staff, stakeholders, and government bodies.
- > Highly developed negotiation and conflict resolution skills.
- > Expertise in building and nurturing high-performing teams, with a focus on mentorship, professional development, and succession planning to ensure a sustainable workforce.
- > Proven history in demonstrating values consistent with the greater WCHN values of Compassion, Respect, Equity, Accountability and Together for Excellence
- > Demonstrated high level of maturity towards collaborative working.

Experience

- > Qualifications or extensive, recent, senior management experience encompassing leadership in human resources, finance, and strategic planning.
- > Extensive experience in senior leadership roles within a health care or community care setting.
- > Proven ability to lead large, complex organisations through periods of evolution and growth.
- > Experience in the implementation of new systems and introduction of significant change
- > Experience in leading quality improvement initiatives and implementing robust risk management frameworks to ensure the highest standards of patient/client safety and care.
- > Demonstrated experience in innovative service delivery and in implementing strategies that lead to achieving outcomes in the workplace.

Knowledge

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics, and competency standards.
- > Knowledge of the broader health system, including the interplay between public health, community services, and hospital care.
- > Ability to navigate complex healthcare environments and build strong partnerships across sectors.
- > Broad based knowledge of contemporary health care issues.
- > Broad knowledge of Quality Improvement Systems as applied to a community setting.
- > Deep understanding of the importance of cultural competency in healthcare, with experience in developing and leading initiatives that address the needs of diverse populations, including First Nations communities and culturally and linguistically diverse (CALD) groups.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Post graduate tertiary qualifications in Health Services Management.
- > Post Graduate qualifications in Child and Family Health, child development or equivalent.

Personal Abilities/Aptitudes/Skills:

- > Courage to lead by example and show accountability for own actions.
- > Demonstrated Agility in responding to changing environment.
- > Focus on empowering teams to perform at their best.

Experience

- > Experience in child health and development.
- > Demonstrated ability to achieve and maintain sound employee relations.
- > Extensive executive management in the health care field.
- > Recent experience in application of information technology in the health care environment.

Knowledge

- > Extensive knowledge and understanding of Child and Maternal Health Services
- > Broad understanding of State and local political, legal, and socio-economic environments and their impact upon the management of a community and primary care service.
- > Knowledge of the Universal Declaration of Human Rights.
- > Knowledge of the United Nations Convention on the Rights of the Child (UNCRC).

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- Specialist hospital services.
- Primary health care and population health programs.
- Integrated community care services.
- Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs.
- Education and training programs.
- Research.

The Child and Family Health Services (CAFHS) is responsible for enhancing early childhood health, development, and wellbeing outcomes for children predominantly up to school age, and their families across South Australia. This is achieved by the promotion of positive parenting and the delivery of universal and targeted programs tailored to meet diverse community needs.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Women's & Children's Health Network

Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

Women's and Children's Health Network Strategy 2026

Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

Mission To improve the health and wellbeing of families and communities by providing integrated care and support

Vision To be a leading and respected health network for women, babies, children, young people and their families

Values Compassion, Respect, Equity, Accountability, Together for Excellence

Our Story starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

Our Way is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy