

Fams Roadmap to Organisational Excellence

Governance	Client Experience	Service Delivery	Quality Assurance
<p>Governance controls for financial, workforce, systems and risk management and compliance with legislative and contractual obligations</p>	<p>Client centred approaches are outcomes focused and based on access, equity, cultural proficiency and participation</p>	<p>Outcomes based, participatory planning creates effective, responsive, innovative and collaborative services</p>	<p>Effective data collection, management and reporting systems supports evaluation and culture of continuous improvement</p>
<ul style="list-style-type: none"> • Governance body of skilled persons with clear roles and responsibilities • Strategic planning aligns with client centred service design and business practices • Processes in place to implement and monitor progress against business plans • Policies and processes are consistently reflected in practice • Transparent accounting and financial reporting systems for efficient use of resources • Risk management strategy continually identifies risks and defines strategies to minimise or address them • Monitoring of compliance with statutory and accountability requirements • Develops and supports a skilled and engaged workforce 	<ul style="list-style-type: none"> • Client participation in all aspects of service design, planning, implementation and evaluation • Understands community profile and local needs to design and inform service delivery • Strategies in place to facilitate access for clients with different needs • Services are designed to promote dignity and independence through informed decision making • Clients are informed of and understand their options, rights and responsibilities • Services are responsive to the cultural and social needs of clients • Communication with clients occurs through different channels that cater to diverse needs • Feedback and complaint mechanisms are promoted 	<ul style="list-style-type: none"> • Prepares for change and maintains the agility needed to meet new challenges as they arise • Actively involved in shaping the sector by responding to reforms in partnership with others • Maintains relationships with relevant organisations to promote access, continuity of service provision and best outcomes for clients • Shared goals of partnerships are agreed, clear, realistic and well understood by each partner organisation • Regularly monitors and assesses the effectiveness of its services for clients from diverse cultural and social backgrounds, and innovates as needed for better client outcomes • Adapts and responds quickly to opportunities and supports innovation and flexibility within a risk management framework 	<ul style="list-style-type: none"> • Effective information management systems collecting, handling and storing data that maintain privacy and confidentiality • Uses explicit and meaningful performance measures to define and evaluate outcomes including quantitative, qualitative and client voice/ lived experience • Systematic analysis and interpretation of data to understand what works and demonstrate outcomes • Clear processes for providing feedback to clients and stakeholders • Uses structured methods to improve its processes and achieve efficiency and effectiveness for all clients and stakeholders • Invests in capacity building for staff to support innovation • Adopts new technologies to work effectively and efficiently

Investing in Children and their Families

Bridge the Gap

System Capacity

Roadmap to Keep Kids Safe

- Structural prevention
- Systems prevention
- Investment
- Universal access
- Early intervention
- Stable and included

Organisational Capacity

Roadmap to Organisational Excellence

- SERVICE DELIVERY
 - Customer experience
 - Customer engagement
 - Reporting
 - Collaborative work
 - Innovation
 - Equity and cultural proficiency
- GOVERNANCE
 - Leadership and business planning
 - Governance and management
 - Continuous improvement
 - Data management

Practice Capacity

Roadmap to Practice Excellence

- Principles of practice
- Evidence informed models of service delivery
- Rights based approach
- Outcomes measurement
- Evaluation framework

Worker Capacity

Roadmap to Workforce Excellence

- Minimum qualifications
- Minimum competencies
- Core skills and knowledge
- Learning and Development
- Professional support