

# MATES4MATES

Here for those impacted by service.

## Service & Clinical Governance Framework

Mates4Mates is committed to ensuring that our clients receive safe and high-quality care and support that effectively meets their needs.

Mates4Mates services play a role in supporting the holistic wellbeing of veterans and their families impacted by service, delivering services focused on Mental Health & Wellbeing, Physical Rehabilitation, Social Connection and Skills for Recovery.

Through our Service & Clinical Governance Framework, Mates4Mates demonstrates that safety and quality of care is a whole-of-organisation responsibility with veterans and family members at the centre of everything we do.

The key components of our Service & Clinical Governance Framework are:

- Governance, Leadership and Culture
- Safety and Quality Improvement Systems
- Service Performance and Effectiveness
- Safe Environment for the Delivery of Care
- Partnering with Veterans and Family Members.

Our aim is to continuously improve the safety and quality of Mates4Mates services by working with veterans and their families, service delivery and clinical staff, Mates4Mates leadership and Board.

The Service & Clinical Governance Framework is led, implemented and escalated by our General Manager and Executive Leadership Team and will lead to better health outcomes and experiences for our clients.



### PURPOSE

To make life better for the ADF community affected by injury and trauma.

### VISION

An Australia where all members of the ADF community are supported physically, psychologically and socially.

### VALUES



#### Integrity

We are always true to our purpose and treat everyone with openness and honesty.



#### Innovation

We are problem solvers, innovating and adapting to ensure we provide holistic services that enhance lives.



#### Compassion

We provide a welcoming space for all; you will find empathy, understanding, care and respect.



#### Collaboration

We foster a collaborative culture and work collectively as a team with Mates, stakeholders and partners to deliver positive outcomes.

### SERVICES



Mental Health & Wellbeing.



Physical Rehabilitation & Wellbeing.



Social Connection.



Skills for Recovery.

### GOVERNANCE FRAMEWORK

#### Governance, Leadership and Culture

We are an organisation that prioritises client safety and quality with active contributions from clients and staff.

#### Safety and Quality Improvement Systems

We plan, design, implement and improve on well-designed systems of care as per contributions and feedback from the people using and delivering our services.

#### Service Performance and Effectiveness

We provide ongoing innovation and evaluation of services to ensure we are providing timely access to effective services.

#### Safe Environment for the Delivery of Care

We adhere to policies and procedures for preventing, reporting, and disclosing hazards and adverse events, and take opportunities to improve the environment.

#### Partnering with Veterans and Family Members

We understand the evidence base and value of client partnerships and contributions to improving the safety and quality of services.