



STRATEGIC PLAN (reviewed May 2020)

Our vision

To operate a Tribunal that produces fair and just outcomes for those receiving involuntary treatment for mental illness or intellectual disability and the community.

Our mission

To be seen as a Tribunal that:

- is responsive to the changes in legislation brought about by the *Mental Health Act 2016* (Qld).
- the community views as independent, fair and impartial.
- recognises the importance of protecting the rights and dignity of persons receiving mental health treatment and care in Queensland.
- acknowledges and applies the principles contained in the *Mental Health Act 2016* regarding victims of unlawful acts.
- protects the community from unacceptable risk and serious risk of harm.

Our purpose

The Mental Health Review Tribunal is an independent body continued under the *Mental Health Act 2016* (Qld) whose primary purpose is to review the involuntary status of persons with mental illnesses and/or intellectual disability. The Tribunal is charged by the Act to:

- observe natural justice and provide quick, fair, informal and private hearings.
- ensure the provisions under the Act are appropriately applied and that reviews and applications are heard within statutory timeframes.
- encourage and respect the participation of involuntary persons and their representatives in proceedings before the Tribunal.
- balance the right of a person to receive treatment and care, in ways that enhance his/her quality of life and are least restrictive, whilst ensuring community safety through appropriate consideration and management of risk.
- acknowledge the principles set out in the Act for consideration of victims of unlawful acts.

Our values

Independence: managing relationships with interested parties and the community in ways that promote the Tribunal's fairness, impartiality and independence.

Integrity: consistent, transparent and accountable processes and decisions.

Professionalism: contributing to the professional development of our Tribunal members and staff and to the body of knowledge that informs Tribunal best practice.

Innovation: working creatively to deliver quality services and promote a culture of excellence.

Strategic Priorities 2017 - 2021

Key result area	Our goals	Our strategies are to ...	Performance measures
High performance	Promote a culture of high performing excellence	Identify opportunities for digital innovation across Tribunal operations.	Improved and/or increased use of digital technology by Tribunal staff and members.
	Develop an engaged and productive workforce	Foster a culture that is innovative and collaborative.	Each Tribunal staff member has a career success plan in place and has had an opportunity to discuss their goals with their line manager.
			Evidence of staff collaboration and member collaboration for continuous improvement projects.
Accountable management	Promote a culture of accountability and integrity	Ensure budget integrity.	Operations within budget.
		Recruit Tribunal members in a rigorous manner that takes account of required succession planning.	Appropriate member recruitment.
		Identify areas for improvement stemming from feedback from the Working for Queensland survey.	Demonstrable plan for implementation of initiatives and/or implementation of initiatives.
Positive relationships	Acknowledge cultural diversity	Develop and utilise robust, culturally-appropriate and ethical processes to engage with all interested parties and in the design and conduct of Tribunal hearings.	Identification and/or implementation of opportunities to introduce culturally appropriate processes into Tribunal operations.
		Identify opportunities for increased involvement of culturally diverse communities.	Trial and/or implementation of identified initiatives to encourage increased participation of persons from culturally diverse communities or their representatives.

	Promote the positive benefits of engagement with the Tribunal	Ongoing relationship building with key interested parties including Legal Aid Queensland, Authorised Mental Health Services and the Office of the Public Guardian.	Holding of meetings with key interested parties. Identification of strategies on which the Tribunal and key interested parties can work together.
Building and sharing knowledge	Achieve a culture of continuous learning and improvement	Develop core competencies for Tribunal members.	Documented core competencies for Tribunal members.
		Develop a Continuing Professional Development (CPD) program for members to allow members to share knowledge and development of expertise.	Development of a CPD program for Tribunal members.
		Develop regular opportunities for communication with Tribunal members and staff to allow information sharing.	Evidence of regular information sharing with Tribunal members and staff.
		Update the Tribunal website to allow effective and efficient information sharing internally and externally.	Enhanced website content and functionality.
	Enhance our record keeping	Maintain and improve our information management strategy for the collection, storage, analysis, interpretation and dissemination of information.	Successful implementation and use of document management system, Resolve.
		Improvement in corporate knowledge documentation.	Evidence of improved systems for capturing and recording corporate knowledge.