



AWCH Strategic Plan 2018-2021





“AWCH - Helping You to Help Kids”

Association for the Wellbeing of Children in Healthcare Strategic Plan 2018-21

The Association for the Wellbeing of Children in Healthcare (AWCH) is a national not-for-profit organisation advocating for the needs of children, young people and their families within the healthcare system in Australia.

AWCH advocates to ensure that the emotional and psycho-social needs of children, young people and their families are recognised and met by working in partnership with children, young people, their families, health professionals and the broader community.

Our Vision

The best possible healthcare for children and young people

Our Mission

To advance the wellbeing of children and young people receiving healthcare

We believe in:

- working in partnership with children, young people and their families
- equal access to safe, high quality healthcare for all children and young people
- valuing and using the opinions and experiences of children, young people and their families to improve healthcare
- families playing a vital role in supporting children and young people within the healthcare system
- fostering partnerships between children, young people, their families and healthcare providers
- the provision of culturally respectful and age appropriate healthcare services and facilities
- readily accessible and appropriate information and resources for children, young people, their families, the health professionals caring for them and the broader community
- ensuring children, young people and their families have their voices heard and rights respected at every level of the healthcare system

AWCH recognises the traditional custodians of the land on which we work and recognises their continuous connection to country, community and culture. We pay our respect to the Elders, past, present and emerging.

Background

AWCH (formerly the Association for the Welfare of Children in Hospital) was established on 15 February 1973 as a voluntary organisation. It was formed by a group of passionate families and health professionals who were concerned about the negative impact hospitalisation was having on children.

Over the past 45 years AWCH has been the voice for children, young people and their families in the health care system. Being a non-government organisation, AWCH has been able to bring about major changes positively impacting the psychosocial care and wellbeing of children in hospitals.

AWCH has been instrumental in the introduction of:

- increased and flexible visiting policies for family of hospitalised children and young people
- parents staying with their child during their whole hospitalisation with appropriate facilities
- parents being considered an essential member of the healthcare team for their child, with increased parental involvement in all aspects of a child's hospital care
- recognition of the importance of play/education for a child/young person's preparation and recovery while in hospital
- setting standards for the care of children and young people in hospital
- strongly advocating against the co-location of children with adults in hospital
- strongly advocating against the detention of children
- highlighting and advocating for the rights of children and young people in the healthcare setting.

What We Do

We provide resources for health professionals about engaging with children and young people, models of care, position statements and policies relating to care of children and information on supporting parents, children and young people using the healthcare system.

We provide resources, tools and tips to help families prepare their child for hospital care and engage effectively with hospital staff and health care professionals.

We support and promote the AWCH Ward Grandparent Program, which we established in 1987. The WGP has become a highly regarded service in 13 hospitals in NSW. The WGP Program supports parents and families who may be unable to stay with or visit their hospitalised child regularly or who may need extra support during their child's hospitalisation. It is not always possible for families to support their child in hospital because of restrictions imposed by distance, family, work, or parental health needs - an AWCH Ward Grandparent volunteer provides help provide that support.

We promote and advocate for children's rights. In 2010 (the 21st anniversary year of the United Nations Convention on the Rights of the Child) AWCH partnered with Children's Healthcare Australasia (CHA) and a number of other stakeholders, to review the Convention, particularly as it related to children and young people in healthcare. From this project the Charter on the Rights of Children and Young People in Healthcare Services in Australia was developed.

Organisation Structure

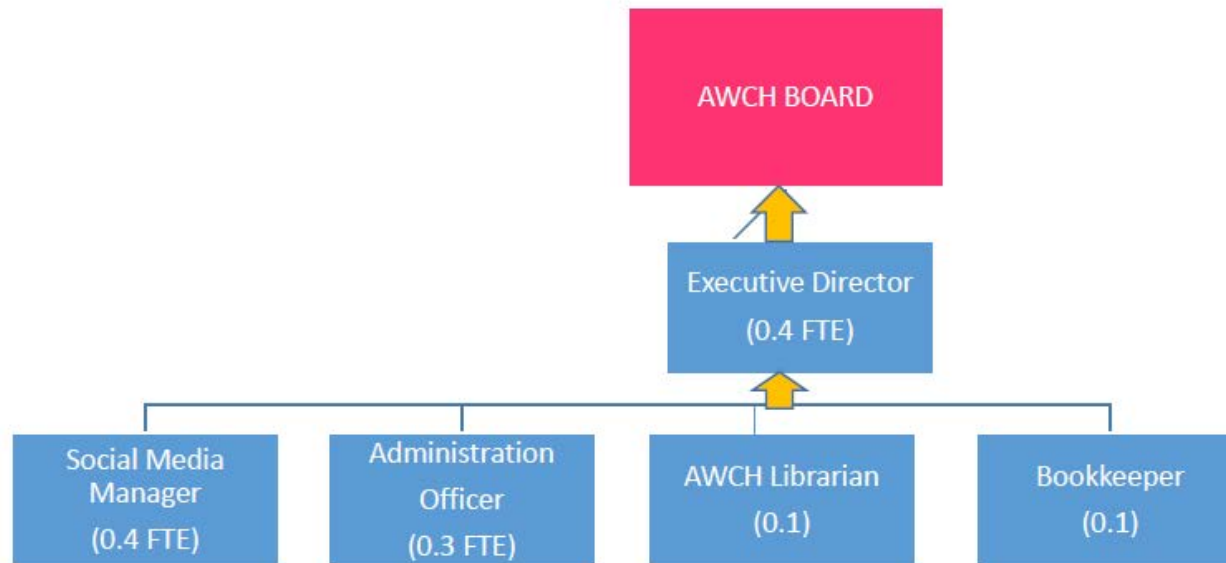


Figure 1 – Organisation Chart

Objectives

Our organisational objectives are:

1. Advocate for the best possible healthcare for children and young people.
2. Influence the planning and delivery of healthcare services that are safe, high quality and effective.
3. Educate and raise awareness of consumers and healthcare professional groups through the provision of policy, information and support services.
4. Ensure excellent organisational governance and management of AWCH.

AWCH Strategic Plan 2018 - 2021



Organisational Objectives	Key Activities	Links to MoH KPI's	Healthy, safe & well Strategic Plan links
1.0. Advocate for the best possible healthcare for children and young people (C&YP)	1a. Promote a rights framework for C&YP's healthcare 1ai. Advocate for the rights and needs of all C&YP, with particular attention to the special needs of vulnerable C&YP	MoH KPI 1d - Support the implementation of the Charter of Rights for Children and Young People in Healthcare across NSW MoH Services	Strategic Direction 4, 5 & 6 5.4.4 Adopt the Charter of Rights for Children and Young People in Healthcare across NSW Health services Also 4.4.3, 5.4.2, 5.4.3 &
	1b. Contribute to the development and promulgation of best practice models of care for children and young people	MoH KPI 3a - Number and nature of evidence based policy, standards and guidelines developed or promoted to relevant bodies/groups in NSW MoH KPI 3c - Number of research or improvement projects on children and young people's wellbeing in healthcare supported and promulgated by AWCH	Strategic Direction 5 & 6
	1c. Support and grow the Ward Grandparent Scheme	MoH KPI 3b - Ward Grandparent Program: a) Number of Paediatric Units in NSW with a AWCH WGP program in place b) Number of active Ward Grandparents c) Number of overall ward grandparent visits	Strategic Direction 4 4.3, 4.4.1 & 4.4.2 1.4.4
	1d. Raise awareness of rare diseases and their impact on children, young people and their families	MoH KPI 3a - Number and nature of evidence based policy, standards and guidelines developed or promoted to relevant bodies/groups in NSW MoH KPI 2b - Use of social media to engage stakeholders in networking and collaboration	Strategic Direction 4 4.3.1

Organisational Objectives	Key Activities	Links to MoH KPI's	Healthy, safe & well Strategic Plan links
<p>2.0. Influence the planning and delivery of healthcare services that are safe, high quality and effective</p>	<p>2a. Advocate for the participation of children, young people and their families in decisions about care and treatment</p>	<p>MoH KPI 2b - Use of social media to engage stakeholders in networking and collaboration</p> <p>MoH KPI 2e - Number of consumers on the AWCH Board</p>	<p>Strategic Direction 2, 3, 5 & 6</p>
	<p>2b. Promote the participation of children, young people and their families in the planning, design and evaluation of services</p>	<p>MoH KPI 1b - Active involvement in consumer groups (including Local Health District Community and Consumer Participation mechanisms, children, young people, and family advisory committees)</p> <p>MoH KPI 2d - Number of young people represented on the AWCH Board</p> <p>MoH KPI 2e - Number of consumers on the AWCH Board</p> <p>MoH KPI 3c - Number of research or improvement projects on children and young people's wellbeing in healthcare supported and promulgated by AWCH</p>	<p>Strategic Direction 2, 3, 5 & 6</p>
	<p>2c. Develop strategic partnerships for networking and collaboration</p>	<p>MoH KPI 1a - Active involvement in key planning, policy and improvement mechanisms for children and young people's healthcare</p> <p>MoH KPI 1c - Numbers of stakeholder relationships established and maintained (with attention to Local Health Districts, Agency of Clinical Innovation Consumer Council, Aboriginal and Torres Strait Islander groups, CALD and vulnerable groups such as refugee health and children and young people in Out of Home Care)</p>	<p>Strategic Direction 5 & 6</p>

Organisational Objectives	Key Activities	Links to MoH KPI's	Healthy, safe & well Strategic Plan links
3.0. Educate and raise awareness of consumers and healthcare professional groups through the provision of policy, information and support services	3a. Contribute to policy development through participation on relevant committees and with key consumer & healthcare professional groups	MoH KPI 2a - Membership and active participation on relevant peak bodies and committees (includes consumer groups)	Strategic Direction 2, 3, 4, 5 & 6
	3b. Curate evidence based policy, standards and position statements across a range of issues including models of care for dissemination to government, healthcare professionals and the community	MoH KPI 3a - Number and nature of evidence based policy, standards and guidelines developed or promoted to relevant bodies/groups in NSW	Strategic Direction 2, 3, 4, 5 & 6
	3c. Review and further develop the AWCH Information and Resource Service	MoH KPI 3d - Number of enquiries a) from health professional b) from consumers MoH KPI 3e - Percentage of enquirers satisfied with information provided	Strategic Direction 2, 3, 5 & 6
	3d. Develop and facilitate educational programs for consumer and health professional groups	MoH KPI 3d - Number of enquiries a) from health professional b) from consumers MoH KPI 3e - Percentage of enquirers satisfied with information provided	Strategic Direction 2, 3, 4, 5 & 6

Organisational Objectives	Key Activities	Links to Australian Service Excellence Standards (ASES)
4.0. Ensure excellent organizational governance and management of AWCH	4a. Recruit new and support existing board membership,	Governance Policies and Procedures Human Resources Work Health and Safety Financial and Contract Management Communication Consumer and Community Engagement Business Planning
	4b. Provide appropriate National Office induction, development and training for AWCH staff and volunteers	
	4c. Ensure policies, procedures, award agreements and job descriptions are current and comply with legislation	
	4d. Maintain financial accounts and reporting requirements and ensure compliance with legislation	
	4e. Successful accreditation under ASES framework	
	4f. Ensure all AWCH information is updated and current (website, hardcopy brochures, etc..)	