

ACPMH track record: client case study

Client: TRACsa—Trauma and Injury Recovery

Established by the State Government of South Australia in December 2005, *TRACsa: Trauma and Injury Recovery* is a centre of excellence focussed on improving health and social outcomes for South Australians recovering from road trauma and workplace injuries

Needs

At the completion of its first year of operations, the Board of Management of TRACsa commissioned the Australian Centre of Posttraumatic Mental Health (ACPMH), to undertake an independent review of the establishment of TRACsa and to develop an evaluation framework for the future

Our response

ACPMH undertook the review and developed an evaluation framework that:

- Identified lessons learned in the implementation of TRACsa, especially in how the organisation is meeting the challenges posed by the at times differing needs of the health and insurance industries
- Provided a means for measuring progress of TRACsa towards the achievement of the goals set in its Corporate Plan 2006-2010.

Results

- Assured the Board of TRACsa, that in its set up and first year of operations, it has complied with the original intent of the South Australian government.
- Established a baseline against which TRACsa can measure its progress.
- Identified the means for feedback to be provided in a timely way, allowing TRACsa to adjust its strategic plans and related activities in response to changes in needs, new interventions, stakeholder expectations and outcomes.