

Our Vision is that all children, young people and their families are empowered and supported to develop their full potential and have the life skills and opportunities to lead a full and active life in our community

Key area	Strategic Objectives	Key Initiatives that will deliver objectives	Outcomes 12 months	Outcomes 2-3 years
Organisational Development and Governance	Quality Review and Improvement	<ul style="list-style-type: none"> Responsible, flexible Maintain relevance in a changing marketplace through needs-based analyses Engage in partnerships and collaborations with a variety of services and agencies that will enable us to be challenged and reflective Robust staff review and appraisal framework Built-in reflection of service effectiveness and efficiencies 	<ul style="list-style-type: none"> Implement a robust management and reporting system within a sound Quality Assurance and Control Framework Organisation operating under a KPI framework 	<ul style="list-style-type: none"> Qualitative and quantitative data review to look at service delivery model and key outcomes Establish a longitudinal study Secure ongoing contracts
Program and Service Development and Delivery	Increase Family and Community Engagement	<ul style="list-style-type: none"> Increase service capability and skill base Responsive and flexible in meeting the changing needs of individual clients and the community Parent engagement strategy Community feedback to guide engagement strategies Client participation and feedback to direct service delivery 	<ul style="list-style-type: none"> Implement a Family Support and restoration program Develop a solid Community Intervention and Engagement program All programs underpinned by a therapeutic framework 	<ul style="list-style-type: none"> A stronger alliance between community and services exists We have a healthier community
Capacity Building in Service Delivery	Enhance capacity for creative, innovative and client-centered responses	<ul style="list-style-type: none"> Develop practice guidelines for complex clients pre- and postvention Performance pathway for best practice case management set Provision of in-house training modules to support therapeutic work Regular supervision, staff development and training Opportunities to present and preview best practice initiatives through forums, workshops and conferences 	<ul style="list-style-type: none"> Increased staff confidence and capacity for agency-wide service delivery Increased opportunity for professional development Client-guided practice enhanced 	<ul style="list-style-type: none"> Industry leaders in working in innovative and successful ways with young people with complex behaviours Positive client outcomes exceed expectations
Funding and Donor Development	Financial Planning and Sustainability	<ul style="list-style-type: none"> Diversification of funding sources Strong fundraising plan that incorporates input and output, review Clear marketing plan Maintain existing partnerships and develop new relationships with potential funding bodies 	<ul style="list-style-type: none"> Increase recognition locally and more broadly as an innovative and responsive service provider for at-risk youth Increase the percentage of income from non-government sources Have a broader range of marketing tools 	<ul style="list-style-type: none"> Sustainable level of income generated to perform at a quality level Increase service resilience to financial marketplace Increase in self sustainability