



STRATEGIC PLAN *2016-2018*

OUR VISION

Youth, Family and Community Connections Inc. contributes to a community where individuals and families have the opportunity to achieve their goals and seek positive change.

OUR MISSION

We provide encouragement, support and resources to enable individuals and families to participate positively in the community.

OUR VALUES

- **Integrity**
 - Honesty; Morality; Genuineness; Evidence based; Own our mistakes and successes; Do what we say we will do
- **Respect**
 - Implicit value of another; Treat others as you would be treated; Qualities and values; Due regard
- **Empathy**
 - The ability to understand (and share) the feelings of another
- **Equity**
 - Equity of access, Equity of service, Social justice
- **Reflective**
 - Thoughtful; Learning; Evaluative

SUPPORTING OUR LOCAL COMMUNITY

STRATEGIES	ACTIONS	KEY PERFORMANCE INDICATORS
Focus on our Clients	<ul style="list-style-type: none"> Ensure services are working in a 'Client Centred' approach Utilise an Outcomes Assessment Work holistically across a range of social determinants Increase our capacity to be a health literate Organisation 	Our clients are supported to achieve the goals they identify for themselves.
Listen to our Stakeholders	<ul style="list-style-type: none"> Undertake consultation with stakeholder groups Conduct evaluation and feedback Conduct research 	Our services are targeted to meet the needs of our clients.
Work in and with our local community	<ul style="list-style-type: none"> Develop Place based solutions Invest in developing local communities capacity Provide active outreach Work collaboratively with other services/groups 	Our Organisation contributes positively to the development of the communities where they are located.
Provide quality services and programs	<ul style="list-style-type: none"> Work in best practice frameworks Evaluate services/programs to ensure they are achieving positive outcomes for participants Implement a Continuous Quality Framework 	Our services are provided in a professional manner.

ACHIEVING SUSTAINABILITY

STRATEGIES	ACTIONS	KEY PERFORMANCE INDICATORS
Maintain our current Services	<ul style="list-style-type: none"> Continue to provide and grow client services which promote empowerment, growth and skills Undertake capacity building and community development 	Our current level of service provision /mix of services is maintained.
Explore New Opportunities	<ul style="list-style-type: none"> Investigate opportunities for new types of services Investigate fee-for-service training/education opportunities Explore opportunities for sponsorship, donations, bequests and fundraising Explore new regions to deliver services 	Our stakeholders and clients are able to access the range and type of services they require.
Grow partnerships and relationships	<ul style="list-style-type: none"> Maintain current partnerships and collaborations Investigate and develop new and strategic partnerships 	Our partners are satisfied with the contribution we make to our partnerships.
Manage our Finances	<ul style="list-style-type: none"> Ensure we practice the highest standards of financial accountability Ensure financial viability through diversifying funding sources Explore the development of a fee for service model 	Our funding is maintained at appropriate levels.
Invest in our Staff	<ul style="list-style-type: none"> Work with staff to develop individual professional development pathways Provide a robust framework of professional development and supervision available to all staff Explore creative and collaborative opportunities to undertake professional development with partners 	Our staff are happy and capable.

PRACTICING EXCELLENCE

STRATEGIES	ACTIONS	KEY PERFORMANCE INDICATORS
Provide Leadership in our sector and community.	<ul style="list-style-type: none"> Develop strong Strategic Partnerships Participate in Conferences and Events Participate in Committees and networks Provide expert knowledge and expertise 	Our positive contribution to the sector is recognised by our partners and community.
Support our Community	<ul style="list-style-type: none"> Involve our community in the development of our services and programs Provide high quality client-centred, accessible, holistic services and programs 	Our service participants achieve their goals.
Manage our Resources	<ul style="list-style-type: none"> Ensure excellence in Governance Ensure excellence in Financial Management Optimise internal organisational processes and practices Develop an environmental strategy 	Our contractual and legal obligations are met.
Promote our Brand	<ul style="list-style-type: none"> Develop a marketing and branding strategy Develop a Communications Strategy 	Our services and programs are known and utilised.
Plan for the Future	<ul style="list-style-type: none"> Develop a Business Model Identify and build on new opportunities Develop a Succession plan 	Our Organisation continues to grow.