

Vision

A community where people are safe, connected and empowered to live well.

Purpose

To provide, deliver and develop services, where the need exists, that advance the rights and wellbeing of children, young people and their families.

Values

Integrity
Commitment
Inclusion

Our Strategic Priorities

SERVICE EXCELLENCE

Each and every client encounter draws upon the best theoretical and practice knowledge.

Our services are:

- Client centred and focussed on the holistic needs of our clients.
- Child Safe, ensuring that systems protect all children and young people in our care.
- Easily accessible with entry points as close to home as possible.
- Respectful of the needs of culturally and linguistically diverse clients and Aboriginal and Torres Strait Islanders.
- Evidence based drawing upon the latest research and practice wisdom.
- Integrated providing seamless transition for clients accessing multiple services.
- Co-designed with clients, partners and funders to help us develop innovative service responses.
- Restorative and empower clients to take control of their lives.

SOCIAL IMPACT

We understand the effect of our activities on our community and quantify this as part of our accountability to clients, funders and partners.

Our organisation:

- Is committed to monitoring the impact of the services we provide.
- Focuses on prevention and early intervention approaches wherever possible.
- Promotes social inclusion and economic participation as part of our service models.
- Advocates for the needs of our clients and local communities.
- Participates actively in social justice causes and is committed to supporting community efforts for change.
- Collaborates with external stakeholders, partners and funders to achieve better outcomes for our community.
- Contributes to research and knowledge and is a credible source of information on social issues.

SUSTAINABILITY

We develop systems that enable effective management of operations while maintaining a focus on long term thinking and planning.

Our organisation:

- Maintains strong Board and Executive leadership and succession planning.
- Is financially responsible and is supported by a diverse range of funding sources.
- Ensures growth and development is aligned to strategy.
- Leverages technology to simplify and automate processes including exploring new ways to engage and support our clients.
- Is operationally efficient and has well developed strategic and longer term planning capability.
- Is responsive to changes within and beyond our sector.