



The Bridge Youth Service

Strategic Plan 2017 – 2020

Vision: By 2020 we will have a greater presence in the community through innovative programs and practices.

Mission: To create opportunities that value and empower young people, build family harmony and foster supportive communities – enabling all young people to reach their full potential.

Helping young people overcome disadvantage, we create tailored, youth focused pathways to stable, healthy, productive and self-determined lives.

Improving client outcomes through strong partnerships, we connect each young person with the services, programs and people they need to achieve their goals.

We enable:

- young people attain or maintain stable housing,
- young people build & maintain healthy relationships,
- young parents develop essential parenting skills, and
- young people stay connected to an education setting and learning opportunities that provide employment pathways and strong foundations for life after school.

- We connect young people to suitable, stable housing options to ensure they live in a safe and supportive environment.
- We support the connection of young people with their families and the community to strengthen physical, social and emotional wellbeing.
- We provide expectant and young and parents with the practical and emotional support they need to adapt and thrive.
- We empower young people to identify and address the barriers that lead to disengagement, connecting them to the education and skills they need to achieve their life goals.

Key Focus Areas

Expanding our Reach	Strengthening our Team	Improving our Operations
Increase our profile and expand our services to reach and connect with more young people who need our support	Staff continue to be valued, supported and developed to deliver quality services and enjoy fulfilling careers with us. Board members govern with confidence.	Accurately capture and use client outcomes to attract investment and develop innovative, evidence based solutions

Priorities

<p>Social Media</p> <ul style="list-style-type: none"> • Increase use of social media to connect, communicate and support young people. <p>Community Engagement</p> <ul style="list-style-type: none"> • Identify and develop alternative ways to increase our profile and community support. <p>Innovative Solutions</p> <ul style="list-style-type: none"> • Identify and address gaps in service provision. • Develop innovative solutions to close gaps and provide connections with specialist services. 	<p>Formalised Program of Staff Expertise</p> <ul style="list-style-type: none"> • Capitalise on existing capability and develop staff through a formalised expertise program. <p>Healthy Workplace</p> <ul style="list-style-type: none"> • Support staff wellbeing. <p>Governance expertise</p> <ul style="list-style-type: none"> • Provide opportunities for Board Members to further develop skills for governance and leadership. 	<p>Robust data system</p> <ul style="list-style-type: none"> • Develop robust data systems to produce meaningful data to track and measure the entire client journey and outcomes. <p>Outcomes Framework</p> <ul style="list-style-type: none"> • Utilise existing outcome measures to capture and report outcomes. • Processes developed to capture and report outcomes from intake to exit. <p>Funding Sources</p> <ul style="list-style-type: none"> • Investigate best practice processes to improve operational procedures.
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Key Success Indicators

<ul style="list-style-type: none"> • Number of young people engaging and connecting with TBYS via social media. • Community Engagement Strategy developed and launched. • Service and Program review, gaps identified and referred to Quality team. • Reduced timeframes between need identification and service delivery. 	<ul style="list-style-type: none"> • Competency Matrix developed to capture current capability and identify opportunities for development - Staff and Board. • All staff have career goal-oriented Professional Development Plans. • Staff retention and satisfaction rates. • Workplace health measures. 	<ul style="list-style-type: none"> • Data systems reviewed and improved. • Client Outcomes identified, recorded, tracked, measured and reported. • Client Outcome Data used to support funding bids, grant applications and sponsorships. • Alternative funding sources identified and established.
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Our Culture

<p>VALUES</p> <ul style="list-style-type: none"> • We value and respect everyone we work with. • We value and celebrate diversity. • We respect that people have both rights and responsibilities. • We value the shared responsibility for a person's wellbeing between the individual and the community. 	<p>GUIDING PRINCIPLES</p> <ul style="list-style-type: none"> • We believe people have the power to change their situations. • We view people in the context of their situation, their environment and their communities. • We use frameworks to guide practice. • We actively increase community belonging and connectedness. • As we grow we are clear about what, when and why. 	<p>BEHAVIOURS/EXPECTATIONS.</p> <ul style="list-style-type: none"> • When providing services we will: <ol style="list-style-type: none"> Focus on strengths, Provide an environment for change, Provide an opportunity for choice, Be flexible.
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