

Barwon Child, Youth & Family (BCY&F) was launched as a new entity on 1 July 2015 as a result of the merger of Glastonbury Community Services, Barwon Youth and Time for Youth. The founding agencies have a combined history of over 200 years of support to our local community, a legacy that we will continue to commit to and respect.

Since the merger, the BCY&F Board and Executive have undertaken a comprehensive planning process that examined the evolving landscape of the Community Services Sector. As part of this process, we spent many months listening to key sector leaders, our funders and partners, other service providers and users, and our staff and various leadership teams. We reviewed the latest evidence in relation to what is important to our client groups and how best to re-orient our services to better meet their needs. We interrogated data about key social indicators within our region and asked ourselves fundamental questions on how best to increase our impact in, and for, the community.

The BCY&F Strategic Plan 2017-2020 reflects the culmination of our thinking, reflecting and analysing in this regard. It provides a strategic and deliberate pathway that will enable BCY&F to continue to evolve and respond to an environment and community that is rapidly changing and continuing to increase in complexity.

This 3-Year Strategic Plan will enable us to strengthen our current service delivery platform and to take full advantage of new opportunities emerging as a result of both the Federal and State governments' substantial reform agenda. Furthermore, we are confident that the Plan will enable us to enhance our capabilities, accelerate progress and sustain our organisation towards 2020 and beyond.

Barwon Child, Youth & Family is an independent, not-for-profit community service organisation committed to achieving better outcomes for communities across Geelong, Colac and the Surf Coast.

## Contact us

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Barwon Child, Youth & Family acknowledges the traditional owners and custodians of the land we stand on. We will continue the legacy of our founding agencies in working to create a community where all people, indigenous and non-indigenous, are safe, connected and empowered to live well.



STRATEGIC PLAN



## OUR VISION

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

## OUR PURPOSE

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

## OUR VALUES

Integrity

Commitment

Inclusion

As we head towards 2020, our focus is on three strategic priorities:

### 1 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.

### 2 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.

### 3 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.