

VISION A FAIR AND INCLUSIVE COMMUNITY

MISSION PROVIDING EXCEPTIONAL SERVICES THAT SUPPORT PEOPLE TO IMPROVE THEIR LIVES

VALUES COURAGE INTEGRITY CHOICE INNOVATION COLLABORATION

STRATEGIC THEME ONE: CLIENT FOCUS

Strategies

- Increase the number and diversity of early childhood centres
- Transition aged and disability services from block funding to client-directed care
- Ensure 'hard to reach' clients' find it easier to access our services

Indicators of Success

- New early childhood centres established, including 'community hubs' with greater access to family services and links to schools
- Aged and disability services in 2016 to be twice the value of 2013 services
- Strong reputation for assertive outreach, and co-designing community services with clients

STRATEGIC THEME TWO: GROWTH AND INNOVATION

Strategies

- Ensure a sustainable financial position for future growth
- Explore opportunities for service delivery beyond the Inner North
- Diversify our role as a community housing provider
- Ensure initiatives are based on sound business planning

Indicators of Success

- Medium term financial strategy in place, enabling a solid basis for future investment
- Consistent performance against key financial targets
- Growth in the geographic reach of our programs
- Increase in community housing stock, and moves towards affordable housing provider status
- Strong evidence of viability for new ventures

STRATEGIC THEME THREE: RELATIONSHIPS

Strategies

- Develop service partnerships with agencies with similar mission and values
- Improve internal connections between our programs
- Contribute to ACT social policy development
- Service delivery is solidly underpinned by our Reconciliation Action Plan
- Develop Northside's profile amongst potential clients, partners, corporate sponsors and the general community

Indicators of Success

- Number, depth and sustainability of key partnerships
- Clients can use any Northside program as a gateway to others that may meet their needs
- Senior staff participation routinely sought for ACT Government and sector policy forums
- Positive feedback from local Aboriginal and Torres Strait Islander clients, services and community elders
- Marketing and fundraising strategy developed.

STRATEGIC THEME FOUR – QUALITY

Strategies

- Early Childhood Centres aim for high ratings
- Continued improvement in workplace culture and workforce development
- Drive further efficiencies in corporate functions

Indicators of Success

- All Early Childhood Centres are assessed as at least meeting standards under the National Quality Framework
- Continued strong results of independent staff survey every 18 months
- Workplace safety and wellbeing benchmarked as ahead of industry averages
- Decrease in corporate costs as a proportion of budget.