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Our Purpose

Improving lives

Our Vision

Healthy empowered young people

What we are

A holistic health service proving pathways and a safe space for young people aged 12 - 25

What we do

- Provide quality whole health services and programs
- Educate young people in personal care and health management
- Help overcome barriers preventing young people from accessing services
- Provide referrals and support
- · Advocate for young peoples' health and wellbeing
- We help young people find the way that's right for them

We value our relationships with:

- Young people aged 12 25
- Families, carers and supporters of young people
- Our Staff
- Other service providers
- Our Community
- All levels of Government and their agencies
- Associated peak bodies



Our Guiding Principles

- Every young person is important
- We act ethically and with compassion
- There is no wrong door

Our Core Drivers

Our motivation and actions are focused on:

Wellbeing

- Prevention and early intervention
- Focusing on healthier living
- Helping young people realise their potential

Safety

- Creating a safe space
- Encouraging safer choices
- Educating to minimise harm

Diversity

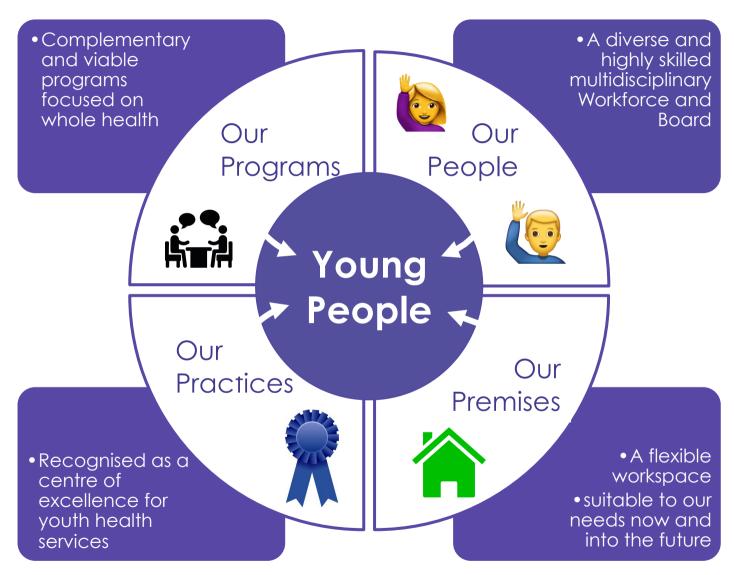
- Welcoming all young people
- Providing a wide range of client services
- Developing and maintaining a diverse and multidisciplinary workforce
- Being inclusive of different thoughts and ideas

Capability

- Building a professional and experienced workforce
- Developing skills for life
- Being flexible in our response to different needs



Areas of Strategic Focus





By 2021 we aim to achieve:

Strategic Goals				
Our Programs	Our People	Our Premises	Our Practices	
Goal Offering a complementary and viable suite of programs designed to deliver improved whole health for young people	Goal Attracting and retaining a highly skilled, multidisciplinary Workforce and Board focused on positive outcomes for young people	Goal Operating a flexible workspace suitable to the needs of changing programs and services	Goal Being recognised as a centre of excellence in ethical youth health service delivery	
 Measures of Success # of young people reporting improved health outcomes Increase in funding Client / stakeholder satisfaction scores Sector standards Continuous improvement initiatives # attendances at group programs Diversity of programs 	 Measures of Success HR Metrics Workforce management plan Exit interviews Credentialed staff Results of Board Review Compliance with EEO policy #staff attendances at tailored professional development programs 	 Measures of Success #people accessing the centre Staff and client feedback Affordable and secure premises Program of activities 	 Measures of Success # consultation requests # partnerships Recognition as a youth health specialist service Continued funding 	

