



the link
youth health service



Strategic Plan 2019 - 2021

Improving Lives

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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 <ul style="list-style-type: none"> • # 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • #people accessing the centre • Staff and client feedback • Affordable and secure premises • Program of activities 	Measures of Success <ul style="list-style-type: none"> • # consultation requests • # partnerships • Recognition as a youth health specialist service • Continued funding

