



# YOUTH CONNECTIONS NORTH COAST INCORPORATED STRATEGIC PLAN 2010 – 2013

**OUR GOALS ARE TO**

- Promote the positive contribution young people make to the community within the region.
- Deliver outstanding accommodation options, support services, programs and activities for young people in partnership with stakeholders.
- Build a vibrant and sustainable organisation recognised for excellence in service delivery.

**THE POPULATION WE SERVE**

- Young people, aged 10 - 25, and their families in the Northern Rivers, NSW.

**WE WILL ACHIEVE THE RESULTS WE SEEK BY FOCUSING ON SIX CORE AREAS**

**1. Youth and Community Engagement**

We will create new opportunities for young people to participate in and contribute to the organisation and their communities while developing personal abilities, knowledge and recognition.

**2. Programs and Services**

We will address the needs and issues of young people, their families and fulfil contractual obligations.

**3. Partnerships**

We will improve the number, scope and effectiveness of partnership projects to increase the range of services and programs to young people in the Northern region.

**4. Organisational Growth**

We will actively seek and identify opportunities to increase funding which leads to greater sustainability for programs and services in the community.

**5. Organisational Capacity**

We will achieve quality outcomes for young people, families and the community through sound governance, financial, human resource and asset management, back of office planning, effective service delivery systems.

**6. Innovation and Research**

We will actively encourage and support innovation and research to inform best practice and improved outcomes for young people, their families and their community.

**THE RESULTS WE WANT**

- Young people** are able to live healthy lives, develop positive relationships, make informed decisions, develop employable skills and celebrate their own diversity.
- Families** have access to services to support them and help them develop confidence and competence in parenting adolescents.
- Communities** are supportive of young people.

**WE SPECIALISE IN**

- Re-engaging young people in education and training
- Case management, counselling and family mediation
- Youth homelessness, supported accommodation and community housing
- Youth social inclusion, community strengthening and capacity building
- Youth Health, sports and recreation
- Youth creative arts and multimedia

**WE WILL MEASURE OUR EFFECTIVENESS BY FOCUSING ON**

**How much did we do? (#)**

- # YP provided with service each year
- # YP housed for more than 3 months
- # YP attending youth events.
- # YP provided with case management for more than 3 months
- # YP completing programs
- # completed programs delivered
- # of collaboration partners by type.
- # YP volunteering at youth events.

**How well did we do it? (%)**

- % of YP who complete a program.
- % board members from diverse backgrounds.
- % improvement in staff satisfaction.
- % YP achieving case plan goals.
- % client file audits completed on time.
- Ratio of self generated income (government funding: non-government funding).
- % case reviews completed on time.
- % of press releases issued v's those published

**Is anybody better off?**

- % of YP engaged in education upon entry/exit from YCNC
- % YP who are homeless on entry/exit from YCNC
- % YP showing improvement in wellbeing indicators on entry/exit from YCNC
- % Indigenous YP showing improvement in wellbeing indicators on entry/exit from YCNC
- % parents and carers reporting improved relationships with YP