



### OUR VALUES

#### SOCIAL JUSTICE

Working for a just and equitable society  
Promoting participation, contribution & belonging  
Acknowledging human dignity & rights

#### RESPECT

Responding without judgement  
Embracing diversity  
Acknowledging strengths & capabilities

#### INTEGRITY

Maintaining relationships based on trust  
Taking responsibility for our actions  
Honesty & genuineness

#### LEARNING

Creating opportunities for reflection & leadership  
Exploring ways to improve  
Being resourceful

#### COLLABORATION

Co-designing solutions  
Commitment to working together  
Creating change through strong relationships

#### CREATIVITY

Working in flexible & diverse ways  
Making a difference differently  
Adapt and thrive

### PRACTICE PRINCIPLES

Focus on the wellbeing of children & young people  
Ecological approach  
Evidence and expertise  
Relationships  
Participation and contribution  
Collective Impact  
Strengths and solutions  
Reflection

### WHAT WE ALL WANT FOR OUR COMMUNITY

**CHILDREN ARE HAPPY AND SAFE**

**YOUNG PEOPLE ARE CAPABLE AND RESILIENT**

**RELATIONSHIPS ARE CARING AND RESPECTFUL**

**OUR COMMUNITY IS STRONG AND VIBRANT**

### MAKING CHANGE ACHIEVABLE

Life and relationships can get difficult for all of us at times. The Family Centre's services are for children, young people, and families, and anyone in a family relationship.

We encourage and inspire people to make the changes they want for themselves, their family and their community.

During difficult times, we can assist with accurate information and referral to the services people may need. Help to set goals and make plans to achieve them, develop life and relationship skills and the knowledge needed to resolve individual, family and community concerns. No matter how big or small problems may be, anyone can talk with us.

We work together with our community to design activities that enhance parenting skills, improve relationships, and increase safety, wellbeing and personal effectiveness. Our activities also increase and strengthen family and community connections.

We're a diverse and inclusive organisation driven by our values and practice principles that focus on building individual and community capability to develop solutions to social problems. Everyone has the ability to make a positive contribution to their community.

In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

The Family Centre is a local social purpose, community owned organisation established in 1988 and based on the North Coast of NSW.

# POPULATION RESULTS FOR OUR COMMUNITY

Population results are the quality of life conditions we want for our community. Indicators are how we measure these conditions and know if things are improving in our community. Headline indicators are the most important of these measurements.

## THE POPULATION WE SERVE

We serve children, young people, parents/carers who reside in Tweed Shire, Ballina Shire, Byron Shire, and Southern Gold Coast.

### RESULT 1: CHILDREN ARE HAPPY AND SAFE

Our homes and communities are safe and nurturing places where children can learn and grow. They feel securely connected to family, community and culture, and have opportunities to explore and create.

#### HEADLINE INDICATORS:

##### SUBSTANTIATED CHILD PROTECTION REPORTS

**CHILDREN & YOUNG PEOPLE IN OUT OF HOME CARE** a reduction in the number of children & young people in out of home care

**CHILD DEVELOPMENT** a reduction in the number of children who are developmentally vulnerable on two or more domains of the Australian Early Development Index in Tweed Shire.

### RESULT 2: YOUNG PEOPLE ARE CAPABLE AND RESILIENT

Our community understands young people and supports them to make informed decisions as they transition to independence. They have hope for the future and opportunities to make positive contributions to their community.

#### HEADLINE INDICATORS:

**YOUNG PEOPLE LEARNING OR EARNING** an increase in the number of 15-19 year olds fully engaged in work or study (ABS indicators).

**HOMELESS YOUNG PEOPLE** a reduction in the number of young people who are experiencing homelessness (local indicators to be developed).

**EDUCATIONAL ATTAINMENT** an increase in the numbers of people who have completed year 12 (ABS indicator).

### RESULT 3: RELATIONSHIPS ARE CARING AND RESPECTFUL

Our community is aware of the importance and value of our relationships. We have the skills and knowledge to create and sustain healthy relationships.

#### HEADLINE INDICATORS:

**DOMESTIC VIOLENCE ASSAULTS** a reduction in the number of domestic violence assaults (NSW Bureau of Crime Statistics indicators).

**CONCERN ABOUT FAMILY CONFLICT** a reduction in young people 15–19 who are concerned about family conflict (local indicators to be developed).

### RESULT 4: OUR COMMUNITY IS STRONG AND VIBRANT

We work together to actively contribute to the vitality and wellbeing of our community. We create connection and belonging for all.

#### HEADLINE INDICATORS:

**RENTAL STRESS** reduction in the number of low income households experiencing rental stress (ABS indicator).

**COMMUNITY AND SUPPORT GROUPS** an increase in the number of people who strongly agree “there is a wide range of community and support groups” (RDA–Northern Rivers survey data).

**VOLUNTARY WORK** an increase in people aged 15 years and over who participated in voluntary work (ABS indicator)

### OUR ROLE IN CONTRIBUTING TO THESE POPULATION RESULTS

Our programs encourage and inspire people to make the changes they want for themselves, their family and their community in the following program areas: child and family • young people • family relationships

Our activities include:

- Information, referral and goal planning
- community engagement and development activities
- skill development and education

### OUR PARTNERS WHO ALSO CONTRIBUTE

- Funding partners
- Philanthropic and corporate supporters
- Human service partners
- Business community
- Schools

# STRATEGIC DIRECTIONS FOR OUR PERFORMANCE

Performance accountability is about how well The Family Centre implements our strategic directions and delivers the programs for which we are responsible. Performance measures are used to report “how much did we do?”, “how well did we do it?” and “is anyone better off?” The most important of these are the headline measures.

## 1. RELATIONSHIPS

Our relationships are inclusive, respectful and create shared value

- Actively seek to collaborate with our stakeholders to create shared value and increase social impact
- Create opportunities to co-design and co-deliver programs with our clients and other stakeholders
- Actively seek alliances with people and organisations who share our values and aspirations
- Communicate regularly and seek feedback from our stakeholders using diverse methods
- Actively planning and designing services to be inclusive of diversity

### HEADLINE MEASURES

# new stakeholder alliances

% partnerships where improved outcomes have been achieved

# activities where clients have participated in program design

# different methods of collecting feedback from stakeholders

% clients who are Aboriginal and/or Torres Strait Islander

# treated with respect

## 2. PERFORMANCE AND QUALITY

We deliver high quality outcome focused services and continually improve our practices, systems and infrastructure

- Our values, vision, mission and practice principles underpin our work
- Turn the curve on identified performance measures
- A quality assurance framework drives improvements in service delivery
- Accurately measure and report on our program performance and social impact contribution

### HEADLINE MEASURES

% people reported improved relationships

% people reported increased safety

% people reported increased parenting skills

% people reported increased wellbeing

% people reported increased personal effectiveness

% people reported increased connections

% people reported increased skills to contribute to community capability

## 3. INNOVATION

We are innovative and create opportunities for social impact in all aspects of our work

- Adopt creative and innovative approaches that improve quality of life conditions identified in our population results
- Diversify service delivery approaches including social enterprise and sponsorship arrangements
- Creatively utilise information and communications technology

### HEADLINE MEASURES

# innovative projects implemented

% satisfied social enterprise customers

# innovative technology based projects implemented

## 4. SUSTAINABILITY

Strong governance and leadership underpin our social, economic and environmental sustainability

- Our viability and sustainability is based on inclusive planning, decision making and sound management principles
- Develop and maintain a policy and procedure framework that complies with industry standards
- Leadership and workforce development contributes to service excellence, sustainability and community capacity building
- Explore and develop our geographic reach within southern Gold Coast, Tweed, Byron and Ballina LGA

### HEADLINE MEASURES

# funding sources

% increase in program funding

% internal and external stakeholders who report being included in planning and decision making process

# accreditation to service standards achieved



# OUR SERVICES

## CHILDREN & FAMILY

**CHILD AND FAMILY SERVICES** provide support, information and education for families. The primary focus of Child and Family Services is to strengthen family relationships and increase the safety and wellbeing of children.

**EARLY YEARS FAMILY SERVICE** focus on providing parents with information, educational experiences and practical activities that promote babies and young children's growth and development.

**FAMILY CENTRE PLAYGROUP** provide opportunities for parents and children to play, interact and develop social skills, while parents meet and exchange ideas about child rearing and develop supportive relationships.

**REALSKILLS PRIMARY SCHOOLS** works with students, teachers and parents to improve the resilience and safety of children and improve relationship skills within school communities.

## FAMILY RELATIONSHIPS

**MEN & FAMILY RELATIONSHIPS** work alongside men on relationship issues with partners, ex-partners and children. Men are supported to enhance their relationships through learning more about themselves and the needs of their families.

**FAMILY RELATIONSHIP EDUCATION** provides a range of education programs that develop practical skills to enhance family relationships.

We acknowledge and pay respect to the Bundjalung people who are the traditional custodians of this land. We also acknowledge the unique and important contribution Aboriginal, Torres Strait and South Sea Islander people make in our community. We work together to ensure the safety and wellbeing of children, young people and families in our community.

## YOUNG PEOPLE

**YOUTH AND FAMILY SERVICES** assist young people and families to strengthen their relationships, and encourages greater community participation and connection. Young people and families identify their strengths and goals and develop a plan to create positive changes.

**CONNECTING HOME** provides support to young people (16–24 years) who are homeless or at risk of homelessness.

**REALSKILLS HIGH SCHOOLS** works with students, teachers and parents to improve relationship skills within school communities, increase the resilience and safety of young people, and create links between school communities and health and community services providers.

**COOLHEADS** trained volunteers provide recreational activities and support for young people in public spaces.



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TWEED HEADS • SOUTH TWEED HEADS • MURWILLUMBAH • BYRON BAY • BALLINA

Unit 1/14 Amber Road, Tweed Heads South NSW 2486 (PO Box 6301) • Phone: (07) 5524 8711 • Email: [info@thefamilycentre.org.au](mailto:info@thefamilycentre.org.au)

[www.thefamilycentre.org.au](http://www.thefamilycentre.org.au)