



The Family Centre is a regional not for profit organisation established in 1988. We provide a range of services for children, young people and families that build and enhance relationships and parenting skills. All our services are focused on improving the safety and wellbeing of children, young people and families. We serve the Tweed, Byron, Ballina shires and Southern Gold Coast. We are focused on outcomes and driven by our values, vision, mission and practice principals.

Our strategic plan was developed in consultation with community members, government and community partners, staff, volunteers and board members. Our four strategic directions: Relationships, Performance & Quality, Innovation and Sustainability guide our annual business and operational planning. We use a Results Based Accountability evaluation framework to measure and continually improve our performance. We report the results in our Annual Report and on our website.

Our plan builds our capacity and capability to create an inclusive, strong and sustainable future for The Family Centre and the community we serve.

OUR VISION

A fair, safe and vibrant community with opportunities for all children, young people and families.

OUR MISSION

happy children & young people **caring** relationships **strong** community

OUR VALUES

SOCIAL JUSTICE

Acknowledging inherent human dignity and rights
Promoting self-determination and interdependence
Working towards a just and equitable society
Promoting access to opportunity for all members of our community

RESPECT

Responding to need without judgement
Acknowledging and embracing diversity
Acknowledging and encouraging people's strengths and capabilities

INTEGRITY

Building relationships based on trust
Taking responsibility for our actions
Honesty and genuineness

EXCELLENCE

Creating opportunities for leadership and learning
Continuous service improvement and quality outcomes
Effective and sustainable use of resources

CREATIVITY

Being actively reflective
Working in flexible and diverse ways
Responding creatively to community needs

COLLABORATION

Encouraging participation and meaningful engagement
Commitment to working together to achieve common goals
Supporting collective action to address the needs identified by our community

PRACTICE PRINCIPLES

Access & Inclusion
Building Relationships
Child Centred & Family Inclusive
Solution Focused and Strengths Based
Reflective

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.

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 & YOUNG PEOPLE ARE HAPPY & SAFE

Our homes and communities are safe and nurturing places where children and young people can learn and grow. They are deeply connected to their community and have the opportunity to reach their full potential.

HEADLINE INDICATORS:

SUBSTANTIATED CHILD PROTECTION REPORTS

a reduction in the number of children & young people who are harmed or at risk of harm (FaCS indicators)

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.

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

RESULT 2: RELATIONSHIPS ARE CARING AND RESPECTFUL

Our community is aware of the importance and value of our relationships and have the skills and knowledge to create and sustain healthy relationships. We are well prepared to support children's development and wellbeing.

HEADLINE INDICATORS:

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

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

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

RESULT 3: 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).

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

OUR ROLE IN CONTRIBUTING TO THESE POPULATION RESULTS

The Family Centre provides a range of services for children, young people and families that build and enhance relationships and parenting skills. All our services are focused on improving the safety and wellbeing of children, young people and families. We do this by providing services that strengthen family relationships, inspire positive change through learning and skill development and build community capacity.

We value our close connection with community and our human services and business partners. We are committed to working together to build community capacity and deliver outstanding human services. Progressive social change can only be achieved through in genuine partnership.

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

% Adults that report increased family safety

% Adults reported most important goal was achieved

% Adults reported improved relationships and relationships skills

% Adults reported increased connections

% Adults reported increased parenting skills

% Young people reported that their most important goal was achieved

% Young people reported that they are better able to manage and continue at education, training, and/or work

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 to 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 focuses on providing parents with information, educational experiences and practical activities that promote 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 works alongside men on relationship issues with partners, ex-partners and children. It supports men to enhance their relationships through learning more about themselves and the needs of their families.

FAMILY RELATIONSHIP EDUCATION provides a range of skill development based education programs aimed at enhancing family relationships.

YOUNG PEOPLE

YOUTH AND FAMILY SERVICES assists young people and families to strengthen their relationships, and encourages greater community participation and connection. Young people and families are supported to identify their strengths and goals to 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 and improve links between school communities and health and community services providers.

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