

YFS respectfully acknowledge Aboriginal and Torres Strait Islander people as Australia's First Peoples and the Traditional Owners / Custodians of the land on which we meet and work.

We recognise the important role they have within community and country.

We pay our respects to the Elders of this land past and present.



BUILDING INDEPENDENCE & PARTICIPATION

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YFS Ltd | ABN 58 239 250 649 | ACN 167 122 527 | AS/NZS ISO 9001 | AS/NZS ISO 14001

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2018-2021 STRATEGIC PLAN





OUR VISION

Building independence and participation

OUR PURPOSE

YFS backs vulnerable people to overcome adversity and to thrive

OUR VALUES



Excellence:

we deliver high quality services and have high expectations



Integrity:

we act honestly and openly



Optimism:

we think and act with confidence about people and the future



Steadfastness:

we persist to overcome barriers and adversity with our clients



OUR STRATEGIC INTENTIONS

To achieve our vision and fulfil our purpose, between 2018 and 2021 we will:



Services Improve our effectiveness in helping vulnerable people achieve long term change



Capacity Engage and equip our workforce, management team and Board to succeed in our dynamic environment



Sustainability Increase our capacity to resource innovation, infrastructure and ongoing improvement



Positioning Be recognised as an innovative, nimble organisation that effectively builds people's capacity for independence and participation



SERVICES

The introduction of our Functional Family Therapy Child Welfare team in 2018 and the Sure Steps project in 2017 has given YFS the opportunity to try new ways of working with families. By developing, trialling and evaluating innovative approaches we can design services that work.



Strategic intent

By 2021 YFS will:

Improve our effectiveness in helping vulnerable people achieve long-term change

Strategic priorities 2018-2021

- 1 Build our knowledge and evidence base to inform effective interventions that achieve long-term outcomes
- 2 Invest in innovative integrated service models based on clients' needs
- 3 Build our relationships and understanding in our work with Aboriginal and Torres Strait Islander people, communities, Elders and organisations, to contribute to Closing the Gap.

CAPACITY

YFS staff say this is a truly great place to work. Our success depends on our people. We need to attract clever people and give them the skills, knowledge and tools to do great work.



Strategic intent

By 2021 YFS will:

Engage and equip our workforce, management team and Board to succeed in our dynamic environment

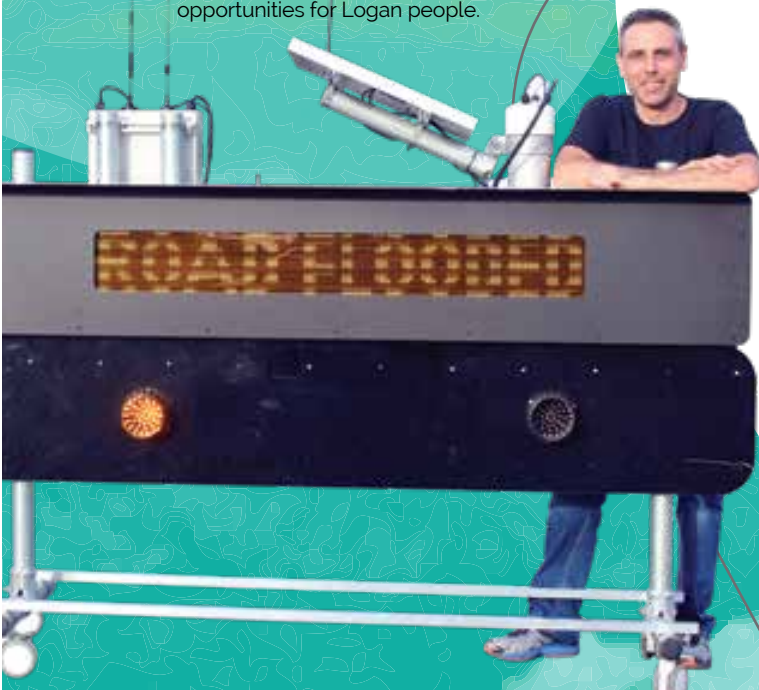
Strategic priorities 2018-2021

- 4** Build an outcome-oriented culture by recruiting, developing and retaining exceptional staff
- 5** Invest in systems, technology and structures to enable efficient, effective work
- 6** Develop leading research, evaluation and innovation capacity and partnerships



SUSTAINABILITY

Substation33's solar signs partnership with Logan City Council has improved the viability of our electronic waste recycling social enterprise. It has also increased work and volunteering opportunities for Logan people.



Strategic intent

By 2021 YFS will:

Increase our capacity to invest in innovation, infrastructure and ongoing improvement

Strategic priorities 2018-2021

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Increase revenue through new funding models, partnerships and opportunities

8

Increase efficiency through systems and innovation

9

Establish a discretionary investment fund for research and innovation

POSITIONING

Our Project Hera partnership with The Logan Police Domestic Violence Unit has led to faster, better support for victims of violence. Partnerships like this one are essential to meet emerging needs in Logan and surrounds.



Strategic intent

By 2021 YFS will:

Be recognised as an innovative, nimble organisation that effectively builds vulnerable people's capacity for independence and participation

Strategic priorities 2018-2021

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Actively seek partnership opportunities with government, business, philanthropists, other service providers and advocacy groups to expand YFS' capacity and impact

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Expand our use of data and analysis to articulate outcomes from our activities

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Analyse unmet need in our region, particularly in fast-growing communities, and advocate for effective responses.