STRATEGIC PLAN 2024–2026

Our Mission:

Supporting the **social**, **emotional**, **spiritual** and **physical** wellbeing of young people.

Our Principles:

We make change happen.
We speak up for and address the rights and needs of young people, their families and communities. We develop their confidence and capability to do the same.

We care first.
We put people at the heart of everything we do.
We're committed to kindness.
We make genuine connections with everyone we work with.

We step up.
We pay attention to what's needed by young people, their families and communities and respond to make things happen.

We do whatever it takes.
We're determined and flexible. We celebrate and are sustained by every small win.

We respect everyone.
We value and trust young people, their families and community, our partners and our staff.

We work together.
We partner with young people, their families, communities and organisations. We share our strengths, know our limits and recognise the capability of others. Together, we create opportunities and achieve more.

We're always learning.
We develop our knowledge, skill and insight from everyone we work with and everything we do. We use both our successes and our mistakes to help us improve.

We listen.
We listen to young people, their families and communities to find and create new opportunities that support their goals and remove obstacles to their success.

We deliver best practice.
We're informed, skilled and capable. We apply evidence relevant to our community.

Our Goals:

Our Strategies:

	1 We will partner with young people and their families to reach their goals	2 We will influence change towards positive futures for young people	3 We will consolidate and grow our capacity and capability	4 We will maintain our organisational and service culture
We place people at the heart of everything	We will ensure each of our decisions and all of our actions are guided by the best interests of young people and their families.	We will advocate for and take action to achieve change on issues of greatest concern to young people and their families.	We will invest in the wellbeing, capacity and capability of our staff and partners to improve our resilience and response to current and changing needs. We will work with our staff and partners to prioritise, plan and implement processes and initiatives to develop capability and capacity.	We will embed our commitment to people in every policy, guideline and procedure.
We respect culture	We will prioritise initiatives that enable Aboriginal and Torres Strait Islander young people and their families to strengthen their connection to culture, community and country. We will develop, use and share practice tools, processes and models that support culturally responsive practice.	We will influence the development of policies, programs and practice models recognising Aboriginal and Torres Strait Islander culture and the diversity of cultural groups across our community. We will prioritise the cultural knowledge and cultural needs of young people, their families and communities when we influence policies and practice models.	We will implement our Reconciliation Action Plan. We will attract and retain a culturally diverse workforce. We will continue to develop the cultural competence of our organisation and our staff and learn from each other as we go.	We will strengthen our demonstration of respect and understanding of the diverse cultural groups in our community.
We partner & collaborate	We will continue to develop and use practice models that involve young people and their families in deciding the best ways of achieving their goals and shifting barriers to their success.	We will work with national, state, and local networks, peak organisations, Aboriginal Community Controlled Organisations, and universities to raise the voices of young people, their families and communities to effect change.	We will partner with Aboriginal Community Controlled Organisations and other service providers to design and deliver services and practice models that support service access and continuity of access to services for young people across the region.	We will identify and develop opportunities to form partnerships and collaborations that strengthen and build networks of co-ordinated programs and services within and across our communities.
We collect & use feedback, data & practice evidence systematically	We will implement methods to systematically seek and respond to feedback from young people and their families.	We will continue to develop and implement systematic measurement, analysis and reporting on our impact for young people, their families and the community. We will generate, interpret and use data, evidence and practice wisdom to inform our policy advocacy, program design and practice models.	We will plan our growth and development informed by the best available data and practice evidence. We will use participatory processes and action learning to develop and improve in real time.	We will use inclusive evidence-based learning incorporating feedback and practice reflection to balance organisational change with maintaining our strong connection to YETI culture.
We strive for quality	We will develop and use practice models that prioritise the goals of young people and their families, build on their strengths, accommodate setbacks and respond to their feedback.	We will continue to meet the highest standards and advocate for quality services that deliver best practice for young people and their families.	We will maintain accreditation under an appropriate industry standard. We will develop, use and regularly review risk management strategies and systems in all our work. We will establish and integrate systems of quality improvement in all our work. We will invest in our capacity and capability to perform and adapt in the face of significant, unexpected and rapid change.	We will foster a culture of continual learning, including providing time for reflection, implementing processes to learn from each other, and identifying and learning from our successes.
We make innovative use of digital technology	We will commit to understanding and using digital technologies to enhance our existing practice models and enable new approaches to service delivery.	We will use digital technology to ensure evidence-based advocacy for issues faced by young people and to design, deliver, monitor, evaluate, and administer our services that support them.	We will implement an organisation-wide digital strategy to improve service efficiency, effectiveness and accessibility.	We will use digital technologies that sustain and strengthen our culture.