

St Laurence House

Strategic Directions for 2020 -21

The 2020-21 Strategic Planning process has been developed to align our Mission of getting homeless children and young people back on track with our Vision of building innovative and supportive communities to help people achieve their full potential.

As a small service provider our goals and ambitions are anything but small. Along with other homelessness service providers we will be working towards achieving the Australian Service Excellence Standards (ASES) Accreditation by June 2023. This over-arching project will ensure that we not only meet our goals and objectives but will allow us to shine as a provider of quality services and care that will be matched against the best practices in trauma informed care and providing a circle of support around each and every one of our clients.

As in everything we strive to do, our values underpin our actions.

Our Values:

Integrity – We work with honesty and transparency

Equity and Access – We treat our clients fairly and as equals, ensuring that they have access to services and support that they need in order to flourish

Inclusiveness – We embrace the many differences our clients bring into our work

Empowerment – We work towards providing clients with the tools to transform their lives

Dignity – We acknowledge the worth of every person

Safety – We work in a manner that will cause no harm

Strategic Goal 1: Deliver quality services with a lasting impact

We will have a focus on:

1. Complying with our current funding obligations and ascertain best practice through ASES Accreditation to put in place the best possible quality of care for our clients to enable their success into the future
2. Delivering quality results for our clients by establishing and meeting Key Performance Indicators that are based on best practices in trauma informed care and industry wide standards
3. Refining our data collection methodology to ensure that we can utilise this information to measure and improve our performances in terms of quality of care and long lasting positive results for our clients

Strategic Goal 2: Influence the System

We will have a focus on:

1. Continuing to build and strengthen our cross-agency relationships to build collaborative case management with the best interests of our clients as the focus

2. Building new initiatives for positive outcomes in youth homelessness through being actively engaged in and participating in the industry sector and networking opportunities
3. Building strong relationships with government bodies relative to youth homelessness to allow us to influence youth homelessness policy direction and in doing so have a positive impact on the sector best practices

Strategic Goal 3: Diversify our income

We will have a focus on:

1. Securing government funding for the programs in which SLH participates to provide our services
2. Develop and expand our fund raising and bequests efforts to ensure that SLH remains viable and able to provide the much-needed support to the homeless children and young people within our area, by identifying new sources of income and new ways of generating income
3. Incorporating a longer-term goal of acquiring a house as part of our donations and bequests program

Strategic Goal 4: Expand our Activities

We will have a focus on:

1. Consistently monitoring the sector for specific growth opportunities which will allow SLH to expand the operations and services to vulnerable homeless children and young people
2. Establishing criteria to analyze opportunities that arise to allow for quick reaction times when realistic propositions are offered.
3. Analyzing business trajectories that will allow us to match our fund raising activities to particular areas of growth and development opportunities

Our Enablers:

1. Understanding our Environment:

A comprehensive understanding of the sector in which we operate, including an awareness of Government priorities into homelessness, other service providers, and through an honest evaluation of our Strengths, Weaknesses, Opportunities and Threats (SWOT)

2. Effective Governance:

A dedicated and detailed approach to achieving our ASES accreditation, coupled with utilising the skills and talents within the Management Committee and the staff of SLH

Implementing ongoing Strategic Planning and Business Operational Planning (BOP) that includes meaningful reporting and monitoring

3. High Quality Trained Staff supported by Effective Systems, Processes and Procedures:

A dedicated team of professionals who are highly skilled and appropriately qualified to ensure the delivery of best in class services and safeguard against risks

A robust system which allows our policies, procedures and documentation to be accessed appropriately in order to enable the delivery of quality services

4. Relevant Communications including the Website and Social Media:

Having an informative and regularly updated website to allow the dissemination of current information and opportunities that allow our stakeholders and the public to support SLH

Utilising the opportunities by establishing an engaging social media platform that will enable tailored communications with our stakeholders and the wider public

5. Collaboration with Stakeholders:

Establishing a positive and productive network with government and other agencies to support best industry practice and trauma informed care within SLH