



Northern Area Community & Youth Services Inc

# **Strategic Direction**

## **2017-20**

*"A Resilient Organisation working for a  
Resilient Community"*

# Framework

Northern Area Community and Youth Services Inc. (NACYS) is a major provider of community services in the Northern Metropolitan region of Adelaide, South Australia.

## **Community Development Framework**

***NACYS underpins its services on a Community Development Framework;***

- Clarity of purpose
- Focussed client targeting and service types
- Outcome proven effectiveness
- Seamless service integration
- Accountability
- Cost effective and value added services
- Collaboration, partnership and participation
- Solutions focused

***We believe in a holistic view of Services which;***

- Appreciates that our clients, their families and communities are all involved in the care delivery
- Recognises that wellbeing is influenced by biological, social, environmental and personal factors

# values

**We value our clients, their families and our community and corporate partners.**

***We show this by;***

- Providing advice and services in a professional, timely and courteous manner
- Understanding and consideration of our clients different needs and values
- Learning from our clients, community and partners

**We value each other.**

***We show this by;***

- Mutual respect and courtesy
- Demonstrating honesty and trust
- Providing support to each other
- Celebrating achievement and success
- Accepting responsibility for our actions
- Equity of opportunity
- Encouraging teamwork and working with others

**We value effective communication.**

***We show this by;***

- Communicating openly and honestly
- Providing excellent client services
- Encouraging client feedback as an opportunity to improve
- Utilising communication systems to share information in the most efficient and effective way
- Listening and learning from each other and sharing knowledge that helps us improve our services

**We value creativity & innovation.**

***We show this by;***

- Encouraging good ideas
- Recognising and rewarding initiative
- Encouraging leadership and innovative thinking at all levels of the organisation

# Goals

<p><b>Goal 1;</b></p> <p><b>Continuous Improvement in 'Best Practice and Service Delivery</b></p> <p>Strategies</p> <ul style="list-style-type: none"> <li>• Audit of Practice</li> <li>• Professional Development Training</li> <li>• Bench marking of services</li> </ul>	<p><b>Goal 2;</b></p> <p><b>Analysis of current markets to identify changes and opportunities</b></p> <p>Strategies</p> <ul style="list-style-type: none"> <li>• Client surveys</li> <li>• Stakeholders surveys</li> <li>• Analysis of available data</li> </ul>
<p><b>Goal 3;</b></p> <p><b>Develop a culture that embraces change</b></p> <p>Strategies</p> <ul style="list-style-type: none"> <li>• Develop 'Blue Sky' thinking</li> <li>• Leadership training</li> <li>• Develop procedures that allow discussion and debate within the organisation</li> </ul>	<p><b>Goal 4;</b></p> <p><b>Develop and strengthen partnerships with relevant stakeholders</b></p> <p>Strategies</p> <ul style="list-style-type: none"> <li>• Involvement with Networks</li> <li>• Broader engagement with existing and prospective stakeholders, particularly in emerging areas.</li> <li>• Develop a greater 'working together' approach.</li> </ul>
<p><b>Goal 5;</b></p> <p><b>Improve the physical facilities</b></p> <p>Strategies</p> <ul style="list-style-type: none"> <li>• Upgrade of Walkway</li> <li>• Improve signage</li> <li>• Back garden of Child Care Centre</li> </ul>	<p><b>Goal 6;</b></p> <p><b>Continue to meet all compliance and contractual requirements</b></p> <p>Strategies</p> <ul style="list-style-type: none"> <li>• Proactive approach to ensure regulatory compliance</li> <li>• Audits; Internal and External</li> <li>• Increasing use of technology to ensure changes to regulatory requirements are known and understood</li> </ul>

