



STRATEGIC PLAN 2016-2019

Year 1 Progress Report

**STRATEGIC PLAN 2016 - 2019
SUMMARY REPORT AGAINST ACTIONS FOR 2016**

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Reporting on our progress

This is the first report of FamilyCare's progress against its strategic plan 2016-2019. The report summarises actions, identifies highlights and nominates priorities for 2016 against each of the strategic commitments.

Priority: Our Services

FamilyCare's primary responsibility is to provide service to its clients.

Strategic commitments	Actions	Measures of success	Report against Actions
<p>FamilyCare will seek resources to address service gaps based on need and our capacity to deliver.</p>	<p>We will promote and pursue the critical importance of prevention and early intervention.</p> <p>We will design and deliver services that consider</p> <ul style="list-style-type: none"> - The significant impact of family and community violence. - Increasing financial stress on families and communities. - The need for appropriate and sustainable Men's Services. 	<p>Identification and pursuit of prevention and early intervention activities in Operational plans.</p> <p>Active participation in regional Family Violence networks.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Continued to develop and review Operational Plans. - Responded to significant changes in funding environment, creating new positions and expanding existing services. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - Creation of Family Violence Counselling positions has increased our capacity to support mothers and children impacted by family violence. - Director Service Development appointed as Chair of Goulburn Family Violence Network. - Secured the future of No Interest Loan delivery through a partnership with Bendigo Family and Financial services. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Engage with new services and activities from the Family Violence Royal Commission as they are operationalised. - Provide service staff with access to Financial Literacy training.
<p>FamilyCare recognises the importance of child development in building strong communities.</p>	<p>We will actively promote effective networks of Early Years services in the communities in which we operate.</p> <p>We will work to increase the range of accessible Parent Child Services.</p>	<p>Attendance at, participation in and promotion of Early Years networks.</p> <p>Commission an independent evaluation of FamilyCare's Mother-Baby day-stay service.</p> <p>Achieve full compliance with the Child Safe Standards.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - FamilyCare maintained an active presence across Early Years Networks in its service area. - Audited Child Safe actions and prepared for new compliance responsibilities. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - Commencement of Lower Hume Vulnerable Children's Network after many years of development work. - Engagement of Centre for Community and Child Health at the Murdoch Children's Research Institute to undertake an Independent Evaluation of the Mother-Baby Day-Stay service. - Participated actively in the Independent Evaluation with the final report circulated to key stakeholders and released on FamilyCare's website in November 2016. - Completion of a Therapeutic Outdoor Play area at the Wallan office. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Continue to be an active participant in community lobbying to develop a full suite of Parent Child services in the Goulburn Valley. - Secure ongoing funding for the Mother-Baby Day-Stay service and explore registration of the program as an Evidenced-Based service, through the relevant Commonwealth Government process.

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<p>FamilyCare is committed to listening to its clients and ensuring their feedback is central to service planning.</p>	<p>We will effectively evaluate our service activities.</p> <p>We will gather feedback from our clients and report publically.</p>	<p>Improved evaluation of the outcomes of FamilyCare's work and its relevance to identified client needs.</p> <p>Enhanced analysis of service feedback from clients and other stakeholders.</p> <p>Trial an annual Community Forum hosted by FamilyCare's Board.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Inviting feedback from clients and other stakeholders continues to be a major priority and FamilyCare has enhanced its capacity to collect, analyse and report on that feedback throughout 2016. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - A successful Community Forum was held in Shepparton on 9 November 2016. Around 60 people attended the forum with over half providing written feedback. A summary of the feedback from the Community Forum will be released on FamilyCare's website. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Conduct at least one Community Forum in 2017, using the successful 2016 event as a basis for planning. Preference will be given to holding an event in Lower Hume and / or Cobram.
<p>FamilyCare's services will adapt to a changing environment.</p>	<p>We will consider local, state and federal reforms, in particular the National Disability Insurance Scheme and Aged Care reforms.</p> <p>We will continue to be a trusted and informed advocate for our clients and communities.</p>	<p>Prepare for transition to the National Disability Insurance Scheme.</p> <p>Records of individual and systemic advocacy.</p> <p>Planned responses to changing client and community needs, particularly in areas of rapid population growth.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Followed major reform activities and made a number of public submissions in relation to impacts on FamilyCare and its clients. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - Commissioned a short video promoting Into Rec services, available via FamilyCare website. - Coordinated joint submissions to the Productivity Commission's Human Services review on behalf of four Shepparton - based Community agencies. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Select an appropriate Client Management System to support FamilyCare's transition to the NDIS and Aged Care reforms. - Manage transition to new Incident Reporting system.

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Priority: Our Staff

FamilyCare recognises that its most important asset is its people – staff, volunteers and Board of Management.

Strategic commitments	Actions	Measure of success	Report against Actions
<p>FamilyCare will invest in developing the skills of its people and our sector.</p>	<p>We actively engage in high quality professional development.</p> <p>We will continue to bring sector and community development opportunities to our region.</p> <p>We will offer appropriate placements for students across program areas.</p>	<p>Records of individual and group professional development activities.</p> <p>Feedback from students about placements and interactions with FamilyCare.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Significant recruitment activities undertaken throughout 2016, with new resources and staff movements. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - Coordinated a number of regional sector training activities in partnership with Communities for Children. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Develop and trial a survey for students undertaking placement at FamilyCare.
<p>FamilyCare will recognise and acknowledge effort, achievement and commitment.</p>	<p>We will use a variety of methods to record and celebrate the work of our staff and volunteers.</p>	<p>Records of staff and volunteer contribution and attainment.</p> <p>Events and publications that acknowledge achievements and service.</p> <p>Being sought as an agency of choice for employees and volunteers.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Continued development and enhancement of HR supports, particularly to support staff in an increasingly complex and stressful environment with constant change and reform. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - Significant number of staff and volunteers recognised for service contributions at 2016 AGM. - Jillian Goodman from the Disability Services Recreation Program was acknowledged as the Young Female Volunteer of the year in the annual Greater Shepparton Volunteer Awards. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Work with key higher - education providers to promote graduate opportunities and develop advanced training options.

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Priority: Support

FamilyCare supports its people with a strong resource and organisational foundation that will be regularly reviewed and improved.

Strategic commitments	Actions	Measure of success	Report against Actions
<p>FamilyCare will maintain and enhance its record of sound, prudent and transparent financial management.</p>	<p>We will provide detailed and honest financial information to our stakeholders and in our public reporting.</p> <p>We will design services to operate within realistic and sustainable budgets.</p> <p>Wherever possible we will reinvest surplus funds in services and the communities in which we work.</p>	<p>Delivery of balanced budgets.</p> <p>Maintaining a sound and effectively managed asset base.</p> <p>Compliance with all legal and financial reporting obligations.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Adopted to changing funding environment. - Maintained compliance with ISO 9001:2008 and commenced transition to ISO 9001:2015. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - Returned to significant surplus in 2016. - Transitioned to new Financial Management software. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Recruit effectively to meet new funding levels and service obligations. - Consider IT and Communications needs at a strategic level to meet changing service and compliance requirements.
<p>FamilyCare will actively pursue opportunities for collaboration.</p>	<p>We will build strong and practical partnerships based on mutual respect.</p> <p>We will actively investigate ways to improve the efficiency and quality of support services and administrative functions.</p>	<p>Reports on practical collaboration activities and their impacts.</p> <p>Full and regular acknowledgement of FamilyCare's service partners.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Maintained regular public reporting of collaborative activities, including recognition of service partners. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - FamilyCare facilitated to conclusion the signing of the Shepparton Community Share Agreement with Connect GV, Primary Care Connect and The Bridge Youth Service. We also participated in public forums explaining the benefits of the Collaborative model hosted by Philanthropy Australia in Melbourne, and with the Helen Macpherson Smith Trust in Shepparton. - After many years of discussion, the Lower Hume Vulnerable Children's Network commenced. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Build on the Shepparton Community Share foundation to develop more practical shared capacity.
<p>FamilyCare will raise awareness of its services and brand.</p>	<p>We will actively pursue alternative sources of funding.</p> <p>We will develop community awareness of our activities and our clients' needs.</p>	<p>Evidence of a broader range of funding relationships.</p> <p>Increased opportunities to distribute information and communicate, for example a community newsletter and establishing an appropriate social media presence.</p>	<p>Summary of Actions</p> <ul style="list-style-type: none"> - Development of Social Media capacity. <p>Highlights for 2016</p> <ul style="list-style-type: none"> - Preparation of Into Rec Promotional Video. - Public recognition of successful partnership with Helen Macpherson Smith Trust. <p>Priorities for 2017</p> <ul style="list-style-type: none"> - Launch FamilyCare's Facebook site in the first quarter of 2017.