

**STRATEGIC PLAN 2016 - 2019
SUMMARY REPORT AGAINST ACTIONS FOR 2017**

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Reporting on our progress

This is the second report of FamilyCare's progress against its strategic plan 2016-2019. The report summarises actions, identifies highlights and nominates priorities for 2017 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"> - Increased engagement with regional family violence services and planning processes. - Prioritised prevention and early intervention in operational plans. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - Director of Service Development became Chair of Regional Family Violence Executive Committee. - Achieved accreditation to provide the therapeutic group program Drum BEAT. - FamilyCare is hosting two regional family violence coordination positions in partnership with Women's Health Goulburn North East. - CEO helped to establish and Chairs the Centre for Excellence in Child and Family Welfare 'Treating Families Fairly' Working Group. - Conducted the Caring Classmates Competition with five regional primary schools attracting 410 nominations. - Commissioned and delivered Financial Literacy training for 13 FamilyCare client service staff. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Establish access to sessional financial counselling for FamilyCare clients. - Conduct a full strategic review of existing men's services and develop a plan for sustainable expansion.
<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"> - Active engagement in Early Years activities and networks across FamilyCare's service area. - Maintained priority of Child Safe practice. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - Completed preparation of a Program Manual for the Mother Baby Day Stay service, a key recommendation from the independent review of the service. - Applied to the Australian Institute of Family Studies for the Day Stay service to be recognised as an Evidence-based program. - Facilitated the availability of Sandplay Therapy, particularly for children who have experienced trauma. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Secure Evidence-based recognition for the Day Stay service. - Further enhance planning and capacity in the Southern end of FamilyCare's service area, particularly in partnership with Kilmore Hospital.

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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"> - Continued to report consolidated feedback regularly and publicly. - Expanded range of feedback tools to accommodate a broader range of users. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - Coordinated and delivered the second Community Forum in Wallan. - Provided Outcome Star training for service delivery staff and developed implementation plans. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Conduct a Community Forum in Moira Shire, to engage clients and stakeholders from the northern end of FamilyCare's catchment. - Fully implement the Outcome Star project across FamilyCare's service programs to better track the effectiveness of service interventions.
<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"> - Made a number of submissions to reform processes at both a State and National level and across FamilyCare's areas of service delivery. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - Selected a provider and commenced the installation of a new Client Management System to suit the NDIS and Aged Care Reforms. - Delivered Program Logic training to key leaders across FamilyCare teams. - Appeared at the Victorian Parliamentary Committee's Inquiry into services for people with Autism Spectrum Disorder and the Melbourne Hearing of the Productivity Commission's Human Services Inquiry. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Complete the Sensory Garden project underway in Shepparton and dependent on the success of a current funding application, start work on a Boulderling Wall. - Investigate the expansion of FamilyCare's Wallan office, in the fastest growing community in our service area. - Fully operationalise the Client Management System. - Fully transition to the new Client Incident Management system with DHHS.

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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"> - Maintained a strong commitment to professional development and training. - Conducted or facilitated a series of regional training activities, particularly in partnership with the Child FIRST Alliance and Communities for Children. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - All of Agency training in Privacy and Confidentiality, Cultural Competency for Community Agencies and Gender Equity. - Established a Student Placement Coordination role with Melbourne University as lead for the Shepparton Community Share Network. - Provided structured Leadership training with Proteus for a group of 19 emerging leaders. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Trial, evaluate and if successful further develop the Student Placement Coordination project.
<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 to acknowledge and promote the achievements and contribution of staff and volunteers. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - A volunteer in FamilyCare's Disability Support Program won the Youth Category of the Greater Shepparton Volunteer of the Year awards. - Dedicated FamilyCare's Shepparton Training Rooms to our late colleague Di O'Bree. - 6 staff members and 2 volunteers were awarded for ten years of service and 9 staff members for five years. - Acting CEO of Volunteering Victoria attended FamilyCare's 2017 AGM as guest speaker and also attended a lunch with volunteers. - The Parent Child Program Leader provided a major presentation on FamilyCare's Day Stay program at the Family and Relationship Services Australia National Conference. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Complete the move of the Book Inn to its new home at 94 Wyndham Street. - Improve the coordination of volunteers consistent with all-of-agency HR support.

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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"> - Continued to follow long established processes for effective financial control and oversight. - Undertook a number of projects to ensure FamilyCare makes the best use of developing technologies. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - Commissioned a major Access Audit of FamilyCare's offices and developed an implementation plan based on its findings. - Second consecutive surplus result. - Major maintenance undertaken at all FamilyCare properties. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Complete transition to ISO 9001:2015. - Complete IT upgrades currently underway to enhance connectivity and efficiency.
<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"> - FamilyCare participates in and / or leads a variety of partnerships and collaborative networks across its service area. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - The Shepparton Community Share network went from strength to strength, with an Independent Evaluation from La Trobe University confirming the effectiveness of the model. - Developed a plan to share office space in Wallan with Rumbalara Aboriginal Coop and The Bridge to deliver the Intensive Family Services Program. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Further develop the Shepparton Community Share cooperatively with our colleagues at ConnectGV, Primary Care Connect and The Bridge.
<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"> - Launched FamilyCare's Facebook site and established a Vimeo account. <p>Highlights for 2017</p> <ul style="list-style-type: none"> - Developed a number of promotional videos, available on FamilyCare's Facebook site and website. - Decorated a number of vehicles with the colourful Into Rec logo. <p>Priorities for 2018</p> <ul style="list-style-type: none"> - Increase Into Rec promotion ahead of full NDIS implementation in 2019.