



Strategic Plan 2024 – 2026 Summary Report Against Actions For 2024

Reporting on our progress

This is the first public report of FamilyCare's progress against its strategic plan for 2024 to 2026. The report summarises actions, identifies highlights and nominates priorities for 2025 against each of our strategic commitments.

Priority: People			
Strategic commitments	Actions	Measures of success	Report against Actions
<p>We will provide a work environment people choose to join, which supports the wellbeing and effectiveness of our staff and volunteers</p>	<ul style="list-style-type: none"> • Enhance our investment in wellbeing, career development and engagement for FamilyCare's Staff and Volunteers. • Ensure our infrastructure keeps pace with FamilyCare's growth and development. • Provide information to prospective staff and volunteers about why FamilyCare is an employer of choice. 	<ul style="list-style-type: none"> • Collection and sharing of workplace wellbeing measures for staff and volunteers at least once a year. • Establish, support and report on the activities of Workforce Development and Wellbeing Committees. • Audit the sufficiency and effective use of FamilyCare's offices and apply this information in planning and budgeting. • Continued investment in IT and Communications infrastructure to support FamilyCare's work, with appropriate and accessible training. • Regular review and publication of attraction and retention rates of staff and volunteers. 	<p><u>Summary of Key Actions for 2024</u></p> <ul style="list-style-type: none"> • Continued to develop and extend staff wellbeing initiatives, across the year with seasonal relevance. • Reviewed the effectiveness of FamilyCare's Employee Assistance Program provider and shared outcomes with staff and volunteers. • Introduced quarterly Workforce metrics reports, shared with FamilyCare's Board. • Established the Workforce Development Committee. • Formalised an expansion of the Board's Finance Subcommittee to include Risk, with comprehensive Terms of Reference. • Implemented a new software system, Better Impact, to support FamilyCare's volunteers. • Continuing, significant IT & Communications upgrades. <p><u>Priorities for 2025</u></p> <ul style="list-style-type: none"> • Finalise transition of staff currently located in outreach properties to FamilyCare's main Shepparton office, balancing efficient use of space with a healthy work environment.

			<ul style="list-style-type: none">• Finalise a coordinated wellbeing framework and continue the enhancement of measurement and internal reporting.• Complete the implementation of an HR recruitment module across Board and volunteers.• Establish the Workforce Wellbeing Committee.
--	--	--	--

Priority: Service

Strategic commitments	Actions	Measure of success	Report against Actions
<p>We will deliver high quality services, to suit our client's needs and aspirations, continually aiming to improve.</p>	<ul style="list-style-type: none"> • Provide clear information about the services and supports FamilyCare offers, to help clients make informed choices and to explain our development decisions. • Continue to enhance FamilyCare's engagement with community and commitment to place. • Consider the findings of the FamilyCare / LaTrobe industry-based PhD to make lasting improvements to managing information and evaluating effectiveness. 	<ul style="list-style-type: none"> • Implement a consistent platform for service planning and review to ensure decision making is based on: <ul style="list-style-type: none"> - Need - Location - Capacity - Evidence and - Quality. • Regular community engagement using a variety of means and media across FamilyCare's service area, with annual summaries. • Invite proposals and commission work to develop FamilyCare's evaluation framework. • Continued compliance with relevant standards, maintaining voluntary registration against the ISO 9001 Governance and Management framework. 	<p><u>Summary of Key Actions for 2024</u></p> <ul style="list-style-type: none"> • Developed and submitted a number of proposals based on the criteria identified in the Strategic Plan Actions. • Embedded the Goulburn Flood Recovery Service with community partners and commissioned and released a significant independent evaluation of the service model. • Continued to enhance the range of media utilised in sharing community messages. • Staff and researchers presented findings of an evaluation of the Children with Complex Disability Needs at the 2024 Australian Institute of Family Studies Conference. • Delivered enhancements to the collection and utility of service activity data, with the assistance of an external Power Bi expert. • Produced first consolidated Outcomes data reporting on Child and Family Services delivery for FamilyCare's Board. <p><u>Priorities for 2025</u></p> <ul style="list-style-type: none"> • Further development of client voice, particularly in funding and service proposals. • Support for PhD candidate to complete thesis and publish work about effective evaluation systems. • Confirm full recertification against ISO 9001:2015 governance and management standards.

Priority: Community

Strategic Commitments	Actions	Measures of success	Report against Actions
<p>We will be connected with and committed to our community, as it changes and grows, respecting our differences and building opportunities to share.</p>	<ul style="list-style-type: none"> Plan for rapid population expansion in the southern end of FamilyCare's service area. Partner with and in communities to support suitable, sustainable, and localised actions. Build our social media and marketing presence to better describe FamilyCare's activities and improve accessibility. 	<ul style="list-style-type: none"> Establish a Future Planning subcommittee of FamilyCare's Board, to engage with relevant funding bodies and stakeholders and provide Quarterly updates to the full Board. Contribute to evaluations of the various partnerships in which FamilyCare participates and assist with the implementation of any findings. Continue to lead the Goulburn Flood Recovery Service for as long as required and evaluate the strengths and weaknesses of the partner model. Evaluate and enhance FamilyCare's use of social media, based on our clients' need and feedback. Regular reports on the strength of FamilyCare's partnerships and relationships. 	<p><u>Summary of Key Actions for 2024</u></p> <ul style="list-style-type: none"> FamilyCare's Board commenced establishment of the Future Planning Subcommittee. Evaluation of Goulburn Flood Recovery Service already noted and planning underway for ordered wind-down and closure of the service. Participated in a local proposal for family violence services in Lower Hume with local service partners. Continued cooperation and activities with Shepparton Community Share, including a joint presentation to a visiting group of senior Commonwealth Public Servants, coordinated by the Australian Public Service Academy, Centre for Public Impact and The Cranlana Centre for Ethical Leadership. Contributed actively to the More for Children Research project with the Centre for Children's Policy at the ANU. <p><u>Priorities for 2025</u></p> <ul style="list-style-type: none"> Commence formal activities of the Future Planning Subcommittee. Navigate closure of the Goulburn Flood Recovery Service mid-year and appropriately mark its achievements and the role of local partnerships.

			<ul style="list-style-type: none"> Mark the 10th anniversary of Shepparton Community Share and consider the opportunities for the future of the collaboration.
--	--	--	--

Priority: Engagement			
Strategic Commitments	Actions	Measures of success	Report against Actions
<p>We will listen, we will be present, we will work with and advocate for our clients and community.</p>	<ul style="list-style-type: none"> Advocate to ensure the voices of FamilyCare's clients and community are heard and considered in the development and review of policy. Ensure effective engagement with each of the communities in which FamilyCare operates. Ensure our advocacy confirms that FamilyCare listens and reflects the views that are shared with us. 	<ul style="list-style-type: none"> More and better collection and use of feedback. References to the voice of lived experience in FamilyCare's reporting commentary and submissions. An increase in the volume and proportion of feedback from children and young people. Establishment of local liaison leads across FamilyCare's service teams. Evidence of increased capacity across staff and leaders to engage externally and be seen as trusted sources and conduits of information. 	<p>Summary of Key Actions for 2024</p> <ul style="list-style-type: none"> Feedback reports continued with six-monthly publication on FamilyCare's website. Series of reports published by the ANU's More for Children research team, focused on the voice of local children and their families. Participated in a More for Children celebration and out display with children and families in Mooroopna. Negotiated a Shepparton visit with the team at the Department of Social Services reviewing the transition process from compulsory to voluntary Income Management. <p>Priorities for 2025</p> <ul style="list-style-type: none"> Establish the local liaison leads across FamilyCare's service area and make information available to key partners.