



the **northern** centre

care. connect. grow. our community

Strategic Plan 2019 – 2022



Our Story

1982 – Ryde Family Support Services was established by Marion Gledhill as the second Family Support service in NSW funded by the then NSW Home Care Service

1986 – Registered as an Incorporated Association and focussed on the provision of practical and strengths based support to local families in the Ryde area

2011 – est. their base at the West Ryde Community Centre after having moved 12 times since being founded

2013 – Adoption of a new brand to reflect the organisations evolving purpose and became Ryde Family Services

2016 – Became The Northern Centre (TNC), acknowledging that we delivered services across 8 LGAs (not only Ryde) and across diverse programs (not only family services)

Today – TNC is regarded as an important community asset providing a range of placed based, early intervention support services to vulnerable children, individuals and families who are experiencing a range of life stressors. Our services are free, delivered by qualified staff and include counselling, case management, supported playgroups, domestic and family violence support services and parenting and skills development programs. Our core focus is in family work and early intervention homelessness services and we engage a client centred holistic approach to service delivery. We have offices in West Ryde and St Ives and deliver outreach services throughout the Northern Sydney District. TNC are passionate collaborators and host 8 collocated organisations to support our community.

TNC is a public benevolent institution and registered charity. We are endorsed to access tax concessions and deductible gift recipient status (DRG) and our activities are regulated by the relevant State and Commonwealth Laws and the RFS Constitution and it is governed by an elected voluntary Board of Management, chaired by a President.

The social-political context in which TNC operates is complex, and the nature of community services and for the purpose sector is continuously evolving and increasingly competitive. The Government continues to reshape its approach to contracting services to NGOs and there is increasing need and pressures for compliance and sophistication in the ways that the sector operates. In the next three years, the funded programs that underpin TNC will be reformed presenting both challenges and opportunities for the organisation and the sector as a whole.

As an NGO charitable organisation, TNC continually approaches service delivery with innovation. We understand the importance of the relationships that exist between government, business, the philanthropic sector and the success of the sector service system that supports community.

We listen, we are present, we continue to be proactive and evaluate, and respond to the current and emerging needs of the communities which we serve. We look forward to exploring more opportunities to co-design services that contribute to positive collective impacts that strengthen our communities.

The TNC Strategic Plan care. connect. grow. continues to be is our roadmap for the next three years.

The subsequent Operational Plan will be developed and implemented which will provide a scaffold of actions and outputs that will steer us towards achieving our strategic goals. Both the strategic and operational plans will be monitored and evaluated regularly at both the Board and operational levels, ensuring accountability and creating a sense of shared purpose.

We constantly apply a robust process of exploration into our present and future needs and opportunities, and the result is a concise and focussed plan that will help guide the governance, activities and growth for the future of our organisation.

Our vision

Thriving local communities where everyone belongs.

Our mission

To work collaboratively with families and individuals of all ages to provide support and build connection and capacity and in doing do help grow resilient and thriving communities. We do this by Strengthening individuals. Connecting families. Building communities.

Our values

Respect

We value and are responsive to the qualities and strengths of each person we work with.

Integrity

We are honest, authentic and trustworthy in everything we do.

Innovation

We continuously seek and develop new, creative ways to better meet the needs of our community.

Collaboration

We are committed to work in partnership with all stakeholders as a team to achieve our shared objectives.

Generosity

We give from our heart and collective wisdom for the common good.

Our Strategic Goals

The foundations and measures that underpin the work that we do.

Care in delivering high quality, best practice services that make a positive difference in people's lives:

- We are outcomes focussed
- Our service delivery demonstrates leading edge best practice
- We foster a supportive and professional workplace culture that acknowledges innovation, skill, hard work, flexibility and diversity

Measures:

- We continue to be client centred every time
- The quality and effectiveness of our work continues to be evaluated, measured and monitored through robust outcomes measurement frameworks
- Our programs and services demonstrate best practice
- Our staff, volunteer and student wellbeing at work is high
- Our staff are engaged in a continuous journey of professional development
- We trial new opportunities
- We embrace new technology in service delivery
- We help in developing workforce capacity

Connect in fostering partnerships that enhance the work that we do to benefit the communities where we work

- We do more and we do better for our communities through a collective impact approach
- We promote a culture of collaboration within the workplace and the sector, as well as with our clients and the wider community
- We invest in a diverse range of partnerships that allow us to expand our resource capacity and strengthen relationships

Measures:

- We seek to increase the number of relevant collocated and codelivered services
- We leverage partnerships to add value to the work that we do
- We engage volunteers, students and corporate partners actively in supporting our work and creating learning opportunities
- We demonstrate proactivity and commitment to working through collective impact
- We maintain a strong focus on place based and co-designed services
- We will become culturally competent with a focus on Aboriginal and Torres Strait, LGBTIQ and CALD communities

Grow a vibrant and sustainable organisation that remains true to our values

- We will continue to increase our reach by increasing the volume, range and location of services offered
- We will continue or bring a strong community presence
- We will continue to diversify and strengthen our funding channels

Measures:

- We will increase the number and range of services delivered
- We will increase our program reach – where, when and how services are delivered
- We will maintain robust governance and strong leadership
- We will deliver strong balance sheets
- We will increase in the diversity of income our channels
- We will maintain strong brand recognition and credibility
- We will work to become an employer of choice



Christopher Hellmundt
President



Cate Sinclair
Executive Officer