



Swan City Youth Service inc.

# **Strategic Plan**

## **2019 – 2024**

# Statement from CEO



Swan City Youth Service continues to deliver services to disadvantaged youth within Midland. Amongst an ever-changing environment of significant change, challenges and opportunities, we aim to provide stability in these young people's lives.

Our new Strategic Plan is designed to help us utilise the opportunities presented to SCYS based on our strengths as an organisation.

SCYS is driven by passion and empathy from a team of highly skilled, committed staff with long term tenure, who work together with partner agencies to deliver a non-judgemental, caring, personalised service to complex young people.

We are based on a foundation of continuity, consistency and authenticity and believe in empowering young people to become the best version of themselves they can be, whilst providing them opportunities for growth through equality and inclusion.

Through this ever-changing environment SCYS seeks to continue paving the way in delivering a one of a kind youth service in WA that provides individualised support, and is responsive to the needs of young people within the community, recognised as a sector leader in holistic service delivery.

SCYS values the voice of the young people with whom we work and opportunity for community consultation in maintaining the high standing reputation of the service within Midland and metropolitan Perth. This ensures we continue providing a responsive service accommodating the community's needs.

I look forward to leading SCYS, its dedicated team of staff and enthusiastic young people into the future.

Warm Regards,

Chrystie Flint - Chief Executive Officer  
April 2019

## Our Priorities

**Future Horizons** **Health & Wellbeing**  
**Community Integration**

## What we value

We understand that the mutual development of

### Trust

is at the forefront of all our service delivery

We believe that all young people have the ability to change their path and seek

to **Empower** them on their journey

We believe that our service benefits from the diversity of our clients and seek to embrace a culture of

**Equality** and understanding

We uphold a standard of

### Excellence

throughout our organisation with processes in place to ensure the use of best practices and continuous quality improvement

We see ourselves as a part of the broader community seeking opportunities to

work in **Partnership** with those who can assist us in achieving our vision. This includes working in collaboration with our clients, fellow service providers, government and community members

# Strategic Plan

2019 - 2024



## Mission

“Working together to secure a Better future for young people”

## Vision

A vibrant youth service that provides inclusive, innovative and sustainable programs that seek to change a young person's horizons by improving physical, mental and emotional health and wellbeing. A place where doors open, not close

## What we value

**Trust** **Equality** **Partnership**  
**Excellence** **Empowerment**

## Strategic Outcomes

### Health and Wellbeing

SCYS delivers a sustainable service with a variety of programs, partnerships and initiatives that is relevant and meets the needs of young people

SCYS provides a safe, inclusive, equitable and non-judgemental space for young people to grow utilising diversionary programs and harm reduction techniques

### Community Integration

SCYS delivers a unique one of a kind youth service in WA that provides individualised support and is responsive to the needs of young people within the community, recognised as a sector leader in holistic service delivery

### Future Horizons

SCYS provides access to inclusive, equitable opportunities and support for young people to empower them to take charge of their lives and future

SCYS delivers a financially sustainable service with measurable outcomes that contributes to the lives of young people now and into the future

## Strategic Objectives

Develop and encourage service users to participate in programs, organisations and activities that enable young people to gain independence and responsibility over their own lives

To promote cross cultural understanding and acceptance using a Harm Reduction Model

Recognise the changing needs of young people and associated issues and provide a responsive individualised service

To promote public awareness of youth issues and needs

To empower young people to overcome disadvantage and to achieve their hopes and future goals

Ensuring that investment into service counts by creating tangible, current and future outcomes

### We will

Ensure young people are at the forefront of all work SCYS does and we stay governed by the young people's voice through regular consultation

Deliver sustainable programs that encourage growth and change for young people through using software to create statistical assessment of outcomes

### We will

Ensure inclusivity by maintaining partnerships with relevant, youth friendly services to ensure wider support networks for young people

Regularly upskill staff to meet the ever changing needs of young people by identifying current and emerging trends through community

### We will

Advocate for young people's needs through relevant data collection to show evidence based change and/outcomes

Ensure we provide a service that caters for high risk / complex young people by maintaining no wait lists, no time limits for support, no eligibility other than age, and no cost to the individual

### We will

Use technologies to showcase service achievements and those of SCYS young people via digital platforms

Maximise opportunities within the community and youth sector to generate awareness, change and funding as a leader in how to work with complex young people

### We will

Be clear on whom we represent, our purpose and niche in the sector through community consultation

Focus on growth within SCYS to maximise future opportunities ensuring young people receive every opportunity possible to overcome disadvantage now and in the future

### We will

Invest in Governance training, regular skill and performance reviews for Board Members to generate further funding, sponsorship and partnership opportunities

Create a platform for giving within the service through relevant data systems to maintain sponsorships / donors