



OUR VISION

Building independence and participation



OUR PURPOSE

YFS backs vulnerable people to overcome adversity and to thrive



OUR VALUES

EXCELLENCE: we deliver high quality services and have high expectations

INTEGRITY: we act honestly and openly

OPTIMISM: we think and act with confidence about people and the future

STEADFASTNESS: we persist to overcome barriers and adversity with our clients

COURAGE: we challenge ourselves and others to create change



YFS STRATEGIC FRAMEWORK 2021-2024

Back vulnerable people to overcome adversity and to thrive

SERVICE IMPROVEMENT

Increase our impact by pursuing:

- service integration
- research and innovation

ADVOCACY AND INFLUENCE

Build a fairer, more supportive community through:

- collaboration
- advocacy

SERVICE EXPANSION

Develop and share innovations and expertise through:

- developing our intellectual property
- pursuing new ways to share our specialist knowledge

Through...



CULTURE

Engage and equip our staff and managers to drive long-term change and deliver excellent services



PARTNERSHIPS

Work with others to provide effective responses that address issues for individuals, our community and our sector



INFRASTRUCTURE

Ensure our facilities, systems and equipment enable us to work effectively and efficiently



INVESTMENT

Increase our capacity to resource innovation and ongoing improvement

First Nations commitment

Back First Nations people and communities to achieve their aspirations

THEORY OF CHANGE AND STRATEGIC FRAMEWORK

2021-2024



Our **Theory of Change** outlines how we contribute to long-lasting positive change in the lives of vulnerable people.



Our **Strategic Framework** sets the directions for us to build our organisation's effectiveness and impact over the next two years.

YFS respectfully acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and the traditional owners/custodians of the land on which we meet and work. We recognise the important role they have within community and country, and we pay our respects to the Elders of this land past and present.



THE YFS THEORY OF CHANGE

The YFS Theory of Change sets out our understanding of change for vulnerable people living in Logan and surrounds, and how we contribute to change in their lives.

The Theory of Change builds a common understanding of change within YFS, strengthens our direction in backing people to thrive, and improves our partnerships with others to influence long term change in people's lives.

Our challenge

People's ability to thrive is impacted by:

- Trauma and disadvantage
- Social isolation
- Service system fragmentation
- Structural barriers

Our opportunity

Working together we can:

- Support people to improve their circumstances and capacity
- Promote community inclusion
- Improve the service system
- Advocate for justice

OUR RESPONSE

If we:

Understand people



By:

- Providing a welcoming, safe environment
- Listening to each person
- Building trusting relationships

Do what it takes



- Addressing immediate needs
- Tailoring support to suit each person

Enable change



- Working alongside people towards their goals
- Motivating people
- Building resilience
- Developing connections

Work together



- Bringing services together around people
- Assisting people to access and use services

Listen and learn



- Drawing on evidence and practice experience
- Involving people with lived experience
- Evaluating our impact

Influence the world around us



- Improving the service system
- Building community
- Challenging social inequity

OUR IMPACT

This will result in:

People feel:



SAFE AND WELL



HOPEFUL

People will have:



A HOME



FINANCIAL RESILIENCE



EDUCATION AND EMPLOYMENT

People are equipped with:



KNOWLEDGE AND SKILLS



CONNECTIONS

Our society is:



FAIRER AND MORE INCLUSIVE

And then:



People are independent



People can participate

Our goal:



People living in Logan and surrounds have the opportunity and capacity to thrive and achieve their potential.

THEORY of CHANGE

Our Theory of Change recognises that we need to work together within YFS and also in partnership beyond our organisation to achieve lasting change.