





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

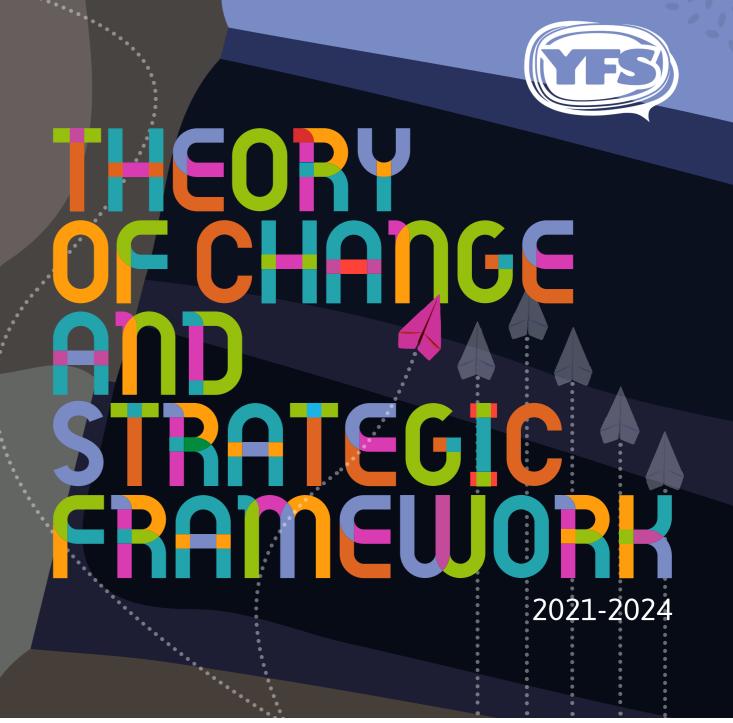


#### **INVESTMENT**

Increase our capacity to resource innovation and ongoing improvement

#### **First Nations commitment**

Back First Nations people and communities to achieve their aspirations





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.

By:

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

- 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 peopleBuilding resilience
- Davidoning connection
- 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.