

Strategic Map 2018-2021

To achieve our Mission and Vision

Our Vision

Strong partnerships.
Safe Communities.
Healthy children, youth, and families.

Our Mission

Working together for the well-being and safety of children, youth and families.

and meet the needs of children, youth and families that we serve

Client Focused

Children are supported in ways that promote their wellbeing and safety.
Children belong in families or minimally are connected to a person who can provide a supportive lifelong relationship.
Our children thrive and succeed to their capacity in a supportive community.
Our communities are healthy places better able to support families and children.
Our system of care will meet the diverse needs of children, regardless of age, developmental level or need.
Access to our services is easy. Availability of services will be fairly distributed.

we must operate with efficiency and be effective;

Internal Processes

We will have the right amount of skilled, professional staff working collaboratively.
We will ensure effective, efficient administrative practices and processes overseen by capable, competent leaders including our Board of Governors.
We embrace new ideas, recreate, reinvent and constantly improve to achieve better outcomes, improved productivity and reduced workload. We use data to ensure we are on the right track.
We embrace and integrate technology as a resource that adds value to our work.

therefore we will build a strong and prepared agency,

Learning and Growth

Our staff know the mission, strategies and tactics of the agency, and the role they and their team play in achieving organizational excellence.
Our agency is highly regarded and we will proactively provide clear and comprehensive communication to all our stakeholders.
We foster and promote a culture of excellence through staff development and continuous improvement.
We will be regarded as an excellent employer by our staff and other key stakeholders.

utilizing our resources effectively

Financial Sustainability

We will build a strong, resilient business model that is prepared for emerging demands and a changing environment.
We will continue to develop and implement systems that promote effective risk management at all levels of the organization.
We employ disciplined and strategic financial planning and investments in pursuit of cost containment and reduction.
Our stakeholders will be assured that our business can operate as required in all circumstance.

but always driven by our Values.

Values Driven

Child Centred - Above all else, children are supported in ways which promote their wellbeing.
Accountable - We use our resources responsibly and we have the evidence to prove it. Further, we will report that evidence openly to all stakeholders, staff and clients of the agency.
Caring - We care about our staff and clients; therefore, we are a great place to work. We will be a leader in anti-oppressive practice that ensures children, young people and families succeed to the best of their abilities.
Collaboration - We value partnerships. We bring people together in the best interests of service to our clients and communities. We will provide leadership to promote and create a seamless service system locally and beyond.
Integrity - We adhere to the highest level of professional standards and the agency code of ethics. We are honest, clear and straightforward in everything that we do.
Respect - Children, youth, and families are best served when we respect the child and family, actively listen to them, and invite participation in decision-making to achieve the best possible outcomes.