

Providing Life Changing, Supportive,
Safe and Trusted Services
Accessible by All



Strategic Plan 2020 - 2023

Prepared with the generous support of
361 Degrees Strategic Engagement Services



Phoenix House Strategic Plan 2020 - 2023

Vision: Eliminate the incidents of sexual trauma whilst improving community mental health.

Mission: Provide life changing, supportive, safe and trusted services accessible by all

Strategic Objectives		Increased community awareness & knowledge	Improved service accessibility	Strengthen our ability to make a difference
Initiatives & Outcomes	<12 Months	Develop a Brand and Communications Strategy	Secure funding that will enable an onsite GP to be present up to 2 days a week Deliver services via Telehealth/digital platforms	Undertake a Board level governance review, training needs review, identify and secure funding for governance training
	2-3 Years	Explore partnering arrangements to develop programs that enable schools to identify, support and refer children with lived experience of sexual trauma and mental health challenges	Advocate for the establishment of Bumblebees therapeutic service to support children and young people Identify funding mechanisms for the Bumblebees therapeutic service that enables long term sustainability and 5 days a week offer Introduce an after-hours service	Prepare a Funding Diversification Strategy that identifies opportunities for funding, other than government, and creates funding diversification
	3+ Years	Scope, develop and implement to deliver free and fee-for-service educational programs that reflect best practice to maintain mental health wellness and respond to sexual trauma	Expand perpetrator behavioural change program to deliver off-site programs for adult offenders	Research and select a LGBTQI+ accreditation method and secure funding for its implementation
Measuring Our Success	2020/21	A Brand and Communications Strategy has been implemented with KPIs identified	Funding secured and GP operating on site Telehealth services are established with KPIs	Governance review completed and funding secured for governance training
	2021/22	MOUs signed by all partner agencies with KPI's identified	Support for the establishment of Bumblebees therapeutic service has been received After-hours service established Off-site perpetrator behavioural change program for adult offenders is operational	Funding Diversification Strategy completed with financial targets identified
	2022/23	Programs implemented with program specific KPI's Increase in referrals	Funding has been secured for Bumblebees therapeutic service allowing 5 day a week operation	An accreditation method has been selected with implementation scheduled for 2023/24

Providing a welcoming, safe and supportive service since the 1990's, Phoenix House is committed to creating a community free from sexual trauma whilst improving community mental health.

Our current services and proposed services include:

- Sexual assault and abuse counselling
- Bumblebees therapeutic service
- Medicare focused therapeutic services and counselling
- NDIS therapeutic services
- Youth justice counselling services
- General practitioner service
- Probation and parole counselling
- Community education fee for service
- Telehealth services and counselling
- After hours services



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For more information please contact us

(07) 4153 4299

www.phoenixhouse.com.au

Our Values

Continuous Improvement

We are committed to continuously learn and deliver best practice models of care

Community engagement

We are passionate about collaborating with our clients and stakeholders

Growth

We encourage and support the personal growth of our clients

Care and Compassion

We care and support the client on their journey

Teamwork

We work as a team to meet the needs of our clients

