

## Who We Are

Phoenix House Association Incorporated is a registered charity providing people living in the Bundaberg area and surrounding region with counselling and support services, including specialist support for people who have been impacted by sexual violence.

## Our Purpose

We provide supportive, safe, and trusted counselling services.

## Our Principles

Accountability and Transparency

Inclusivity and Diversity

Capacity Building & Resilience

Best Clinical Practice

## Our Approach

Person Centred

Evidence Based

Supportive

Responsive

Collaborative

Reflective Practice

Advocacy

Self-Determination & Choice

## Our Values

Respect

Compassion

Integrity

Trust

Safety

Empathy

Connection

Unconditional Positive Regard



Focus Areas	Service Delivery	Fee For Service	Human Resources	Governance	Community	Administration & Finance
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<b>Objectives</b>	Be the services provider of choice	Develop our fee for service work	Value and support our staff	Maintain strong governance	Increase our connection to community	Embrace best practice
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<b>Strategies</b>	<p>Remain the leader in trauma-informed practice.</p> <p>More specialised counsellors and allied health professionals to meet demographics of the community</p> <p>Meet qualitative and quantitative performance management benchmarks</p> <p>Continued development and compliance with the HSQF</p>	<p>Develop a fee for service plan in the following areas: Counselling, Community Education, Social Venture</p> <p>Explore opportunities to gain funding for Child and Youth Mental Health 0 - 9 years</p> <p>Explore the potential delivery of NDIS Psychology Services</p> <p>Explore Registered Training Organisation (RTO) status</p>	<p>Employer of choice in the region</p> <p>Staff recruitment and retention of qualified staff</p> <p>Ensure ongoing training and development opportunities for staff</p> <p>Review staff performance in line with current standards</p> <p>Continue to engage allied health students</p> <p>Develop a workforce plan including succession planning, career pathways, staff diversity</p> <p>Medicare approval obtained</p>	<p>Review constitution</p> <p>Ongoing business development</p> <p>Maximise charity income streams</p> <p>Encourage Management Committee engagement</p> <p>Explore alternative premises</p> <p>Continuous review of policy and procedures</p> <p>Promotion of new ideas and growth</p> <p>Develop a risk management strategy</p>	<p>Strengthen our strategy for building community engagement</p> <p>Be proactive in identifying community need</p> <p>Develop a marketing strategy, plan, and marketing materials</p> <p>Link with other community organisations to build collaborative service delivery</p> <p>Strengthen and simplify referral pathways</p> <p>Explore the development of a volunteer program for staff in the community (Donate volunteer hours)</p> <p>Support community events</p>	<p>Procedural oversight to ensure fiscal responsibility</p> <p>Master cyber security frameworks</p> <p>Pivot - embrace - leverage technical innovations and technology life cycles</p> <p>Align IT services with business goals</p> <p>Ensure adequate resources to deliver new programs</p> <p>Ensure all policies and procedures are reviewed and up to date</p> <p>Strengthen skills and provide targeted training</p>
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<b>Performance Measures</b>	<p>Positive client feedback</p> <p>Number of referrals</p> <p>Feedback from funding bodies</p> <p>Feedback from organisations</p> <p>Reduction in 'No Shows'</p> <p>Successful audit</p> <p>Targets met</p>	<p>Fee for service plan developed and approved by the Management Committee</p> <p>Exploration of new funding ideas completed with recommendation to the Management Committee</p>	<p>Stable staff numbers</p> <p>Team Management Systems (TMS)</p> <p>Training and development plan in place</p> <p>Workforce plan in place</p> <p>Staff skills / strengths audit completed</p>	<p>Structure reviewed and in place</p> <p>Up to date policy and procedures</p> <p>Risk management strategy developed</p> <p>Increased engagement of Management Committee</p> <p>Proposal for new premises developed</p> <p>Charity income</p>	<p>High levels of engagement</p> <p>Key groups and stakeholders identified</p> <p>Marketing strategy developed and approved by the Management Committee</p> <p>Number of collaborations with other services</p> <p>Key messages in place with consistent delivery</p>	<p>Up to date policy and procedures</p> <p>Industry benchmarks in technology achieved</p> <p>Appropriately skilled staff</p> <p>High level of financial performance and reporting</p>
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