



Strategic Plan 2022 - 2025



Thriving Communities, Endless Possibilities

OUR VISION:

Thriving Communities, Endless Possibilities.

Our Mission: We work toward this through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities.
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

Our staff, executive team and board ensures TFSS is a trusted place to go when our community needs a hand up in life.

TFSS encourages its people to innovate and be bold in creating supportive, community health and well-being solutions.

TFSS is known for its values which guide the way we work, make decisions and provide services. We define these values as:

COMMUNITY:

To have a sense of responsibility and contribution

LEADERSHIP:

To utilize our position to drive change

INTEGRITY:

To always act with honesty and professionalism

PARTNERSHIPS:

To work collaboratively to deliver the best outcomes

DIVERSITY:

To prioritise inclusion for all members of community

OUR VALUES



SUSTAINABILITY: REACHING COMMUNITY NEEDS

Strong financial management of Asset, Annual Growth and Net Surplus targets, supports TFSS's purpose to deliver holistic, consistent, and sustainable community services throughout the New England/ Northwest Area, while achieving holistic continuity of care for clients and communities.



QUALITY OF SERVICE: CONTINUOUS IMPROVEMENT

Our ASES certifications, Internal Audit Framework, Monitoring and Evaluation Framework and Practice Governance Audit all combine to ensure TFSS support services are delivered above client expectations:



MANAGING RISK: THROUGH EFFECTIVE CONTROL PLANS

TFSS staff pride themselves on being the most effective risk mitigation specialists in their fields of expertise. This ensures TFSS efficiently manages the likelihood and consequence of operational risk through robust control plans, aiming at all times to be a trusted, safe pair of hands.



PEOPLE AND CULTURE: DELIVERING THROUGH OUR VALUES

Our values set the foundation for how TFSS staff and management behave.

OUR DIVERSITY



TFSS would like to show our respect by acknowledging the land, its traditional owners, Elders past and present, and the youth who are the leaders of the future. On this land where we work, we thank you for the opportunity of working together to nurture and enrich our community and families.

OUR PROGRAMS

Children & Family Programs

Housing Help Programs

Domestic Violence Programs

Youth Programs

Early Childhood Programs

Group Work Programs

OUR REACH



TFSS works together with children, families, and individuals, to provide services, support, and information throughout the New England/ Northwest region of NSW, with a focus on the most disadvantaged.

GOAL 1
SUSTAINABILITY:
REACHING COMMUNITY NEEDS

Strong financial management of Asset, Annual Growth and Net Surplus targets, supports TFSS’s purpose to deliver holistic, consistent, and sustainable community services throughout the New England/ North West Area, while achieving holistic continuity of care for clients and communities.

1.1 Financial security by maintaining the current funding base, while exploring opportunities to enhance income through supplementary or alternative income streams such as individual and corporate donations, philanthropic grants, bequests or wage deduction programs.

1.2 Have formalised interorganisational relationships which support growth, broaden client target groups, and/or further extend new projects/ programs (eg. residential spaces, geographical expansion, or fee for service)

OUR PRIORITIES

- Achieving annual Growth in revenue, earnings and reserve targets that ensure future service sustainability
- Develop and implement a strong marketing plan with a focus on presence (not financial gain) in all areas of operation with effective evaluation to ensure structured, rather than organic growth
- Increase investment into frontline community services through NGO support, community events, group work, fundraising and sponsorship
- Expand supports for diversity, inclusion, and community engagement
- Demonstrate an ongoing commitment to working collaboratively with Aboriginal, refugee and CALD organisations and families
- TFSS Board is representative of the communities we serve
- Listen to our communities to promote better regional outcomes in media and all tiers of government



GOAL 2
QUALITY OF SERVICE:
CONTINUOUS IMPROVEMENT

Our ASES certifications, Internal Audit Framework, Monitoring and Evaluation Framework and Practice Governance Audit all combine to ensure support services are delivered above client expectations.

2.1. Recognised by our clients, partners, and industry as an innovative leader in the community services sector



OUR PRIORITIES

Ensure quality community engagement, key funding body and corporate social responsibility partnerships are maintained

Commit to working within a human rights framework with a focus on trauma informed practice across all programs

Integrated systems that enhance individual and community outcomes



GOAL 3

**MANAGING RISK:
THROUGH EFFECTIVE CONTROL PLANS**

TFSS staff pride themselves on being the most effective risk mitigation specialists in their fields of expertise. This ensures TFSS efficiently manages the likelihood and consequence of operational risk through robust control plans, aiming at all times to be a trusted, safe pair of hands.

- 3.1 Meet National Standards across all TFSS service streams and operations to ensure high-quality services for clients
- 3.2 Succession plans for Key Management Roles

OUR PRIORITIES

Ensure TFSS Risk Assessment Matrix Control Plans operate within Board Risk Appetite (Board Risk Register) across staff, client, financial, legal, compliance and corruption risk elements

Maintain Australian Service Excellence Standards (ASES) accreditation and National Quality Assurance Certification Standards

Develop an information technology Business Continuity Plan and Disaster Recovery Plan with periodic testing

Identify critical organisational positions and ensure actionable succession plans which highlight risks of potential vacancies, selects key competencies and skills necessary for business continuity and focuses on development of individuals to meet future business needs



GOAL 4
PEOPLE AND CULTURE:
DELIVERING THROUGH OUR VALUES

Our values set the foundation for how TFSS staff and management behave.

4.1 Recognised as a culturally safe and vibrant workplace

4.2 High rates of staff retention by remaining an Employer of Choice

OUR PRIORITIES

Responding to and addressing feedback from the quarterly Employee Happiness Surveys

Further embed the Reconciliation Action Plan (RAP) into practice and culture
TFSS encourages the application of high emotional intelligence and ideas that support continuous improvement through innovation

All staff, including staff working in regional or satellite offices, are integrated, work collaboratively across streams, and have access to appropriate resources

Attract, recruit, develop and retain industry leading, qualified staff

Ensure workforce flexibility, allowing employees to work from home or remotely, when required and mutually beneficial, while maintaining a positive work culture in all environments

Continue to strengthen communication within the organisation, between management and staff as well as between streams

Commitment to continuing professional development





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