



Samaritans

Compassion Integrity Justice

Strategic Plan 2009 – 2011 Actions and objectives – 2010/11



Samaritans Supporting Children and Families at Singleton Family Daycare.

Samaritans Mission

We seek to provide unconditional support to people in their needs and to promote social and economic policies that alleviate human suffering.

Samaritans Vision

For communities where there is love, peace, justice, reconciliation and dignity for all people, where there is care for the vulnerable and their environment and where each individual has the opportunity to contribute and participate fully in community life.

Samaritans Core Values

Compassion, Integrity, Justice

Samaritans aims to:

- provide effective and professional social welfare services within a community development framework, with particular regard to those who are marginalised through disability, injustice and lack of opportunity
- promote social caring activity in partnership with parishes through volunteer and self help groups
- promote with courage the development and implementation of social policy which is consistent with Christian teaching, evaluate and comment on social and economic change openly, positively and with integrity and
- actively pursue opportunities for growth that give expression to the mission of Samaritans.

Samaritans

- works in the Hunter, Central Coast and Manning regions with over 166 services and outlets, 530 paid staff, 600 volunteers and an annual income of \$32 million
- provides services annually for approximately 612 individuals with a disability or their carers, over 657 young people who were homeless or at risk of homelessness, 1254 children with family or in home care, long day care or preschool services and 11,870 people through Emergency Relief Services.

Samaritans Culture

- **Client focused** – Samaritans aims to enhance client and community strengths. Samaritans will advocate for clients and other marginalised members of the community, aiming for opportunities for participation and improved social policies.
- **Excellence** – Samaritans aims towards excellence and innovation in all that we do through a culture of continuous improvement.
- **Caring, committed staff** – The safe delivery of excellent services requires caring, committed, capable and non-judgemental staff.
- **Partnerships** – Samaritans is committed towards developing effective partnerships with diocesan, community, sector and corporate partners.
- **Decision making** – Decisions made will hold true to our agency mission, vision and values. Transparent planning and decision making processes will be based on sound information resulting from improved reporting processes.
- **Resources** – Samaritans will manage available resources effectively and with integrity.



Murray and Louise donate a scooter to Samaritans client, Joyce to assist her in looking after her son who has a disability.



Graham from Monet's puts the finishing touches on his dish.

Context Comment

This year offers Samaritans challenges and opportunities. It is a year where we must continue to focus on safety and ultimately reduce the severity and number of injuries. We must embrace quality assurance and data collection as a means of being able to validate our claims of excellence in service delivery.

We must continue to seek sustainable growth opportunities that enhance all that we do and we must continue to do our work in ways which support our core values of compassion, integrity and justice.

The following are the key operational initiatives for this year.

Mission, Vision and Leadership

We will promote Samaritans as a leading regionally based agency, influencing government to recognise the role of local partnerships and services in resolving regional issues.

During 2010-2011 Samaritans will:

- Establish a Manning Valley Regional Advisory Council
- Undertake a promotional campaign to raise awareness regarding issues of importance for both State and Federal candidates.
- Present a paper of Social Justice at the 2010 Synod.

The Samaritans Board will strengthen its role in Strategic Leadership and governance.

Samaritans Board members will participate in workshops which raise awareness about the issues facing people serviced by Samaritans and Aboriginal culture.

Quality Caring Services

Samaritans will deliver high quality caring services based on evidence based best practice.

This year we will:

- Investigate the impact and make recommendations to SMT regarding the implementation of evidence based practice.
- Commence implementation of the Samaritans Quality Assurance Framework.
- Review person centred planning in disability services resulting in training and review of all individual client plans.

Organisational Development

We will promote the Samaritans Mission Vision and Values across the agency

During 2010-2011 Samaritans will design a cultural competence program to enhance our understanding and capacity to work with Aboriginal peoples.

Staff safety and wellness will be enhanced

Staff safety and wellness remains a priority for Samaritans. We will:

- Implement our OH&S Management System
- Each team will implement a wellness goal focused on their specific situation and team requirements.

Samaritans will develop and implement effective workforce planning strategies.

During 2010-2011 we will:

- Review and optimise the use of casual staff
- Review the recruitment policy for amendments
- Conduct an assessment of agency training needs
- Improve staff recruitment and retention
- Seek funding to support volunteer initiatives.



Joshua enjoys a day out at the Samaritans Respite Service.

Innovation and Sustainable Growth

Samaritans will expand its support to strengthen families and individuals to achieve housing stability, employment, sustainable relationships, positive mental health outcomes and enhanced opportunities to contribute and participate fully in community life.

This year we will:

- Seek funding in the priority areas of disability employment and housing
- Implement the new Development Directorate structure.

Samaritans should have a structured approach to growth in a sustainable manner.

We will review the tender policy.

Samaritans will leverage current organisational capacity and minimise expansion of the current infrastructure. We will develop and implement clear strategies to seek and measure process improvements and business efficiencies (including benchmarking)

We will review and make recommendations to SMT about our process and cost allocations.

Partnerships

Samaritans will build on its unique strength as a regional agency by strengthening partnerships right across our community through a community development approach.

This year we will:

- Launch and “roll out” the Samaritans Partnership Toolkit
- Implement the Community Development Principles.

Effective Resource Management

Samaritans will invest resources to develop and enhance systems and capacity to collect, collate and disseminate the information required to tell our story and achieve our aims.

The collection of both qualitative and quantitative data and stories remains a priority for 2010-2011. This year we will:

- Collect and collate client stories
- Focus on a range of electronic systems including: incident reporting, data, TIMS
- Review the strategic planning and management meeting structure.



ALI clients enjoy a fun days outing.