

2021-2023

STRATEGIC PLAN



**early
support
for parents**

Our Vision: to build resilience in Tasmanian families.

Our Mission: To make a positive difference for families with dependent children by utilising volunteer support.

Our Strategic Priority Areas 2021 –2023

Families	Volunteers	Community	Effective Organization
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Our Key Strategic Goals

<ul style="list-style-type: none">• Families will value the service• Family referrals numbers will be sufficient to meet volunteer numbers• Waiting time for families will be reduced• Boundaries of service provision will be defined regarding complexity of cases and duration of service.	<ul style="list-style-type: none">• Volunteer numbers will be sufficient to fulfill demand• Volunteers will feel supported• Diverse and extended training will be available• Waiting times for volunteers to be matched with families to be minimized.	<ul style="list-style-type: none">• Communities, referring bodies and families will be familiar with the aims and work of ESP• ESP will have a robust community profile• Outreach areas will be a focus• Dynamic marketing strategies will be utilised.	<ul style="list-style-type: none">• Staff will be valued and supported• The Management Committee will be sustainable in the long term• Future funding options will be explored for specific projects as required• Fee for service model will be investigated.
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Key Performance Indicators

<ul style="list-style-type: none">• 75% of families report satisfaction with the service• The number of referrals will be sufficient to maintain a minimum of 12 and a maximum of 20 families, depending on complexity• A working document will be produced to address boundaries of service provision.	<ul style="list-style-type: none">• Volunteer numbers will allow 12-20 current families to be supported• 75% of volunteers will be retained over a year• 75% of volunteers will report satisfaction with training opportunities.	<ul style="list-style-type: none">• Strong community partnerships will be developed and maintained• New brochures will be completed and distributed• Website will be extended• Newsletter will be progressed.• Social media presence will be maintained.	<ul style="list-style-type: none">• Coordinator will report high satisfaction with support from the Committee• President will report high satisfaction with support from Staff and Committee• Committee members from diverse age and social groups will be recruited and retained• Funding options will be reported on.
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