



LCP Strategic Plan

2019 – 2023

LCP Mission: *“Our aim is to assist people to explore options, develop their own goals and conscious decision making processes as well as to connect people to knowledge and services which improve their awareness of broader social issues and how this may impact their life”*

The strategic planning process was undertaken with the focus on identifying the areas that LCP would like to enhance in preparation for the expected SHS tender process in 2023. The following six key focus areas were identified as being the priority:

Focus Area 1: *To obtain quality feedback from clients in a manner that is client centred and trauma informed*

Goal: To better obtain feedback on service delivery from adults who attend our service

Strategies:

1. Develop a system comprising of a range of tools for obtaining client feedback that is consistent with LCP aims and philosophies, is consistent with the Australian Services Excellence Standards and meets funding requirements in measuring outcomes
 2. Develop systems to capture informal feedback including: documenting feedback in case notes, including client voices in monthly worker reports to the management committee and documenting in case reviews.
 3. Implement systems to capture community experiences and feedback at events such as community BBQ's, soup kitchen, family fun days etc
 4. Undertake stakeholder feedback processes at least every two years.
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Focus Area 2: *Bring children's voices to the forefront of our work*

Goal: To ensure the voices of children inform our practice

Strategies:

1. Development of formal and informal child friendly feedback processes
 2. Accompanying children's needs to be assessed and documented in case planning processes
 3. Review children's needs as part of case review processes
 4. Undertake co-researching model for children's letter writing
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Focus Area 3: *Outreach to outlying areas of the Lithgow LGA*

Goal: To build a recognised presence in the outlying areas of the Lithgow LGA

Strategies:

1. Form linkages with agencies / practices currently operating in the different villages
2. Gain service provider and community feedback to identify needs of specific townships
3. Develop and implement programs that are aligned with SHS funding parameters



Focus Area 4: *Strengthen stakeholder relationships and build our professional profile*

Goal: To raise the professional profile of LCP as a trusted community agency and strengthen stakeholder relationships

Strategies:

1. Undertake a number of key events during each year to promote LCP and key issues impacting LCP clients
2. Develop roster for LCP workers to visit local agencies.
3. Develop LCP script to be used consistently to promote LCP and its services
4. Identify emerging practice frameworks and initiate locally based training programs to encourage consistent inter-sectorial case work e.g Safe and Together training, Follow My Lead

Focus Area 5: *Strengthen positive relationships with the local Aboriginal and Torres Strait Islander Community in the provision of just, equitable and, meaningful services*

Goal: Create and implement a Reconciliation Plan that formalises LCP's commitment to reconciliation and to develop respectful relationships and create meaningful opportunities with Aboriginal and Torres Strait Islander peoples

Strategies:

1. Engage with representatives of the local Aboriginal and Torres Strait Islander community to gain feedback to inform effective and relevant service delivery
2. Undertake self assessment process to identify areas for improvement
3. Review case work tools and practice to ensure cultural appropriateness

Focus Area 6: *Deliver a specialised response to people who experience domestic and family violence*

Goal: Improve the delivery of trauma informed service delivery to women and children who have experienced domestic and family violence

Strategies:

1. Promote emerging practice initiatives to the local service system e.g Safe & Together, Power Threat Meaning and Follow My Lead
2. Deliver services consistent with the Safe & Together Domestic Violence Informed Continuum of Practice competent and proficient standards
3. Enhance the local service systems response to domestic and family violence by promoting a greater orientation towards perpetrator accountability