

2024 – 25

STRATEGIC PLAN

ROSEBERRY QLD

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Roseberry ^{QLD}

Roseberry Qld has been supporting people of the Central Queensland community (and beyond) since its inception in 1986.

Starting with a youth shelter in Roseberry St, Gladstone, we have grown to a team of 70 staff, offering a broad array of services directed toward improving the lives of vulnerable people in our community.

Our **Roseberry Qld Service Model** takes a holistic approach focusing on developing and delivering services and programs that deliver on key factors that influence youth social development.

Our service model is focused on addressing all factors that impact on a young persons' ability to lead a healthy, vibrant, and productive life.



We pride ourselves on being **Community Led** – listening to our community; and being **Innovative** – responsive and creative in providing supports and services that enable people to lift themselves out of disadvantage and to lead strong, vibrant, and compassionate lives.

It is our intent to take the Roseberry Qld Service Model to other regional communities that are underserved or have escalating need.

This Strategic Plan sets out a clear path for our organisation to:

Define the change we want to make in our community through our Impact Goals:

- > People have a voice and are heard
- > People are enabled to break out of the cycle of disadvantage and poverty
- > People are socially and emotionally well
- > Families are resilient, protective, and supported
- > People have a safe and sustainable place to live and grow



2024—25

STRATEGIC PLAN



OUR VISION

A strong, vibrant and compassionate community

OUR PURPOSE

Empowering people to lead safe and resilient lives

OUR VALUES

Relationships

(Our People, Our Clients, Our Stakeholders, Our Community)

Self Determination

(Ownership, Accountability, Responsibility)

Growth

(Learning, Sustainability)

Safety

(Workplace, Client, Community)



OUR IMPACT GOALS

1. People have a voice and are heard

- I. Facilitate mechanism to collect and respond to existing client/community voice
- II. Targeted engagement campaign to improve service connectedness with people and community including service providers and stakeholders
- III. Develop mechanism to discover and respond to changing or emerging community needs/gaps

2. People are enabled to break out of the cycle of disadvantage and poverty

- I. Explore opportunities of growth and partnerships cross regionally
- II. Grow our Tenancy Support Services

3. People are socially and emotionally well

- I. Expand mental health services to meet community needs

4. Families are resilient, protective and supported

- I. Explore opportunities to increase family support services
- II. "At risk" families have a safe place to recover and rehabilitate
- III. Families have access to affordable, safe and supported accommodation

5. People have a safe and sustainable place to live and grow

- I. Grow the availability of supported and affordable housing across Gladstone, Rockhampton and Biloela.
- II. Sustainable growth of our homelessness services

6. Build our organisation to have the tools and resources to meet the future needs of our community

- I. Increase Sector and Stakeholder engagement and advocate for sponsorship and financial boost to support existing programs
- II. Develop our workforce to increase expertise and diversity, build capacity and resilience and create career pathways
- III. Explore pathways for self-generated income streams to protect future sustainability of services
- IV. Robust audit regime across majority of services to ensure quality & effectiveness
- V. Develop a report card on measuring effectiveness of our services and outcomes
- VI. Actively invest in environmental sustainability initiatives

Contact Us

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ROSEBERRY HOUSE YOUTH SHELTER (16—25 YEARS)

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JACK'S HOUSE YOUTH SHELTER (16—25 YEARS) ROCKHAMPTON

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Roseberry Qld acknowledge the Traditional Custodians of the lands on which we work. We pay our respect to Elders past and present and to emerging community leaders. Our commitment is underpinned by our Reconciliation Action Plan. Roseberry Qld believes that everyone has a part to play in our organisation and our communities. We believe that diversity makes us stronger, more relatable to our clients and a better organisation. Roseberry Qld believes that our motto “A strong, vibrant, compassionate community” can only be achieved by embracing diversity and inclusion to the fullest extent. Roseberry Qld will strive for equality, freedom and fairness and for the elimination of discrimination.