TOWARDS NEW HORIZONS
IT’S TIME TO TAKE A BIG LEAP

Cody, 23
Student
Came to SYC in 2014, disengaged with high school. Now studying Human Movement at University. “I’m now out working hard and back on track to building a great future.”
At a time of evolution for SYC, we actively embrace the impact of the digital era. As a human services organisation, we are fully cognisant of the potential impact of technology on how we operate and deliver our services, and on how it impacts the people we work with.

It is clear that changes to our service delivery models in some areas of our work will be brought about by the digital era. SYC has been preparing for this impact for some time, and we are ready for the challenge of bringing about necessary change for the benefit of the people we work with.

We are excited by what the future holds and look forward to new horizons. We invite you to contact us if you would like to know more about SYC’s plans and are interested in collaborating with us on any initiatives or plans of your own.

Malcolm, 51 Accountant
“I like working at SYC because staff are genuinely focused on making people’s lives better. It’s not just another job.”
SO LET’S GO
To be the most effective provider of services that foster wellbeing, independence and opportunity for all Australians.

Our Vision reflects our aspirations for all Australian people, irrespective of their background, location, ability, ethnicity, gender or age. Our aim is to empower the people we work with to create a life without disadvantage, to build sustainable independence and to experience personal wellbeing in all areas of their life.

With six decades of working with people experiencing disadvantage, we are proud of our transformation from a community based youth services organisation to a market leading innovator and provider of human services, working with people of all ages.

Stacey, 36
State Operations Manager, VIC
“Supporting people into work has such a profound impact on their life and wellbeing, and it is a very rewarding journey to be a part of.”
OUR MISSION

To empower the people we work with to create a life without disadvantage, to build sustainable independence and to experience personal wellbeing in all areas of their life.

We achieve our Mission by designing, developing and delivering a wide range of services and by having a deliberate focus on Wellbeing in everything that we do.
WHAT WE DO

Learning
ENABLING PEOPLE TO ACQUIRE KNOWLEDGE, SKILLS AND EXPERIENCE THAT CAN BE RETAINED AND APPLIED.

Home
WORKING WITH PEOPLE TO HAVE A STABLE HOME, A SENSE OF HOME AND TO FEEL SAFE AND SECURE IN THEIR HOME.

Working
HELPING PEOPLE TO GAIN AND SUSTAIN WORK IN ALL ITS FORMS.

Justice
SUPPORTING PEOPLE TO BUILD PRO-SOCIAL CONNECTIONS AND MAKE POSITIVE CHOICES.

Health and Disability
EMPOWERING PEOPLE TO LIVE HEALTHY, FULFILLING LIVES.

Wellbeing
Our Wellbeing focus applies equally to the people we work with and the people who work for us:

- Our services contribute to improving wellbeing in the people we work with.
- We aim to provide to our employees a working environment and culture that keeps them happy, healthy and safe.
CREATING IMPACT FOR SIX DECADES

1958 WELLBEING
Therapeutic youth services for young people in South Australian Government care

1960 HOME
Started street work services for young people experiencing homelessness, family conflict and drug and alcohol abuse

1967 LEARNING & WORKING
Began delivering training and work experience for young people with limited employment history

1969 HOME
Developed streetwork services tailored to young migrants and indigenous people

1971 HEALTH AND DISABILITY
Wellbeing and education support for young people with autism targeted

1981 HOME
Trace-A-Place youth accommodation service opened for young people

1988 WORKING
Job readiness programs developed for unemployed young people

1992 HOME
First HYPE Housing property built in Adelaide CBD providing long-term accommodation to young people experiencing homelessness

1999 WORKING
Began delivering the newly privatised Commonwealth Government employment services contract, Job Network

2001 LEARNING
Registered Training Organisation opens in South Australia for vocational education

2003 HEALTH AND DISABILITY
Began delivering Personal Support Programmes to assist people facing multiple barriers to employment, education or social participation

2005 LEARNING
Alternative learning services established for disengaged high school students in South Australia

2008 JUSTICE
Ignition program developed which improves the social competency and independent living skills of young people involved with the criminal justice system

2009 WORKING
National employment services for all ages in South Australia and Victoria begins

2010 LEARNING & WORKING
Youth Connections started in regional South Australia for young people with multiple and complex barriers to engage with employment or education

2010 HOME
Youth homelessness gateway and supportive youth housing commence in South Australia

Wellbeing is at the heart of everything we do
Personal Helpers and Mentors begins in South Australia and Victoria, providing therapeutic mental health support to help people engage with education or employment.

Registered as a National Disability Insurance Scheme provider.

And the story continues.

2011
LEARNING
Studio West established to provide classroom-based alternative learning.

2012
LEARNING
BOLT East established as classroom-based alternative learning program for students in Eastern Adelaide who had disengaged from mainstream schooling.

2012
HOME
HYPA Housing expands to provide more accommodation for young people experiencing homelessness.

2013
WORKING & HEALTH AND DISABILITY
Disability Employment Services for young people in South Australia and New South Wales commence.

2013
HEALTH AND DISABILITY
Personal Helpers and Mentors begins in South Australia and Victoria, providing therapeutic mental health support to help people engage with education or employment.

2014
WORKING
Launch of My First Job Campaign to encourage greater community awareness and conversation about youth employment.

2015
HOME
HYPA Homes, our Specialised Residential Care program for young people in State care, commences.

2015
JUSTICE
ReBoot youth justice program commences for young people in South Australia.

2015
JUSTICE
ParentsNext service delivered in South Australia and Victoria to help parents with pre-school children prepare for work.

2016
LEARNING & WORKING
ParentsNext expands to more areas of South Australia and Victoria, and into Queensland.

2016
LEARNING & WORKING
Disability Employment Services expands in Victoria, Sydney and across South Australia.

2016
LEARNING & WORKING
Launch of My First Job 2.0 Working Group to further the conversation about youth employment in a digital age.

2017
WORKING
Sticking Together Project launches in South Australia, Victoria and Queensland for 60 weeks coaching of young people to gain and keep employment.

2017
WORKING
Reboot youth justice program commences for young people in South Australia.

2018
WORKING & HEALTH AND DISABILITY
Disability Employment Services expands in Victoria, Sydney and across South Australia.

2018
JUSTICE
Launched Navigator Service, transitional support for people leaving the Mount Gambier Prison to assist with finding accommodation and employment.

2018
JUSTICE
ParentsNext expands to more areas of South Australia and Victoria, and into Queensland.

2019
WORKING
Began delivering Sticking Together Project through to 2023 in New South Wales, funded by a Social Impact Bond.

2019
WORKING
Launch of My First Job 2.0 Working Group to further the conversation about youth employment in a digital age.

2019
HEALTH AND DISABILITY
Registered as a National Disability Insurance Scheme provider.
Kylie, 25
Post-placement Support Worker

Kylie is passionate about breaking down barriers and stereotypes that exist for First Nations people. "I want to have an active voice for our people and create positive change for the future of all Australians."
At SYC we believe everyone can and should have a safe home to live in, work that meets their needs and ambitions and the opportunity to continuously learn.

**Relentless belief**
**AT SYC WE HAVE A RELENTLESS BELIEF IN PEOPLE AND THEIR POTENTIAL**

→ We believe every person has strengths and deserves to succeed
→ We believe in supporting a person to find stability and prosperity
→ We believe in supporting employees to reach their full potential
→ We believe every person deserves choice and opportunity
→ We believe every person has a right to work to improve their economic situation
→ We refuse to become despondent when things don't work out perfectly

**Creating trust**
**AT SYC WE CREATE TRUST TO ACHIEVE BETTER RESULTS**

→ We believe mistakes are critical to learning and continuous improvement
→ We do not give up
→ We deliver on our promises and our commitments, demonstrated by our high performance, quality and compliance
→ We say what we mean and mean what we say
→ We will never let down the community when delivering our services

**Rewarding courage**
**AT SYC WE RECOGNISE, VALUE AND REWARD COURAGE BY OUR EMPLOYEES AND PEOPLE ACCESSING OUR SERVICES**

→ We respect the courage of the people accessing our services who have experienced challenges and face the prospect of change
→ We encourage creativity and innovation
→ We believe passion and commitment enhance the chance of success
→ We value doing the right things the right way
→ We respect the courage to make decisions

**Working together**
**AT SYC WE DELIVER DEEPER IMPACT BY WORKING TOGETHER**

→ We value partnerships to strengthen our work
→ We insist on treating people fairly and with respect
→ We value the collective efforts of employees
→ We believe employees and volunteers are critical to achieving our Vision
→ We hold ourselves and our partners to account when promising to deliver results
OUR IMPACT

We support more than 55,000 people every year to build a more independent and prosperous life for themselves.

SYC remains one of the best investments for taxpayers in Australia, returning $7.57 for every $1 of government funding invested.

*As at 30th June 2018.

NOT INCLUDING THE SOCIAL BENEFITS TO PEOPLE OR REVENUE BENEFITS TO TREASURY.

Riley, 16 Student
Studying hands-on Certificate I in Construction as part of his Alternative Learning pathway.
Delivering our Mission will be achieved through these strategic priorities.

1. FOOTPRINT

EXTENDING AND DEEPENING THE REACH AND IMPACT OF OUR WORK, BY:

- Optimising the delivery of our services around Australia
- Extending the number of locales that our practice is delivered in through collaboration, partnership, merger and acquisition opportunities
- Continuing to develop our practice to attract opportunities for expanding our footprint
- Developing our reach and impact with place-based service delivery across Australia, using technology to extend and create opportunity
- Identifying and investing in areas of need aligned to our Vision and the demands of stakeholders, local communities, employers and governments
DEVELOPING, DELIVERING AND EVOLVING EFFECTIVE SERVICE OPERATING MODELS, BY:

- Driving and nurturing a culture that values great thinking and develops opportunities for personal growth for our people
- Always behaving ethically and with high integrity
- Always operating in a way that makes SYC a safe place to work
- Using accepted methodologies to evaluate the efficacy and the avoided costs value to the community of our services
- Continuing to integrate SYC’s services and to collaborate with sector colleagues to link with their services where possible and practicable to achieve a seamless connection for the people we serve
- Including the voice of the people we empower through our services in the design and evaluation of everything we do
- Aligning the effectiveness of our service design with the priorities and aspirations of our stakeholders and funders
- Ensuring that the practices we develop and the services we provide are creating positive impact and life outcomes for the people who use our services
- Continuing our investment in research, data analysis, evidence assessment and life outcome measurement to guide practice development
- Using the benchmark of improved Wellbeing to guide all our practice development, whether for people who use our services or for the people who work for SYC
- Developing and implementing ongoing initiatives and practices that support and motivate our employees in their personal efforts towards achieving our Vision and meeting our Mission

Rahman, 46
Job Seeker
“I found it very different here. No empty promises. They are so friendly. They got to know me properly and matched me with the right job.”
SYC WILL CHAMPION CONVERSATION AROUND HOW ALL AUSTRALIANS DESERVE AND CAN EXPERIENCE WELLBEING, INDEPENDENCE AND OPPORTUNITY, BY:

→ Using narrative on social issues that is positive, forward looking and inclusive and encourages innovation, optimism, resilience and persistence on behalf of all Australians who experience disadvantage

→ Advocating for the continuous development of good practice and the achievement of better life outcomes for the people who use our services

→ Attracting attention to issues that matter to and for Australians who experience disadvantage

→ Involving SYC as a part of the communities in which we operate

→ Voicing our opinions and positions with strength, integrity, passion and confidence on behalf of all Australians who experience disadvantage

→ Giving voice to the people who use our services to ensure they are heard by the influencers and policymakers who can bring about positive change

Emily, 21
Youth Leadership Team
“\( I \) feel valued here.”
4. Connectivity

Better connecting, engaging and supporting employees, service users and stakeholders to maximise the impact of our work, by:

→ Attracting and applying investment in technology to deliver better life outcomes for the people who use our services
→ Recognising that technology can be both a threat and an opportunity to our business, our people and the people who use our services
→ Continuing to embrace the opportunities created by the digital era in our internal and external communications and in our service design and delivery
→ Using technology to create efficiencies and to streamline internal processes
→ Understanding the role technology plays in the connectedness, wellbeing and independence in the lives of the people who use our services – and reflecting this in the way we provide services
Michael, 58
Manager, HYPA Housing

“We want our tenants to feel valued and safe so they can concentrate on education, employment and moving forward in their lives.”

5. INFLUENCE

USING THE IMPACT OF OUR SERVICES TO INFLUENCE THE POLICY, DECISIONS AND ACTIONS OF GOVERNMENT, BUSINESS AND THE COMMUNITY TOWARDS BETTER OUTCOMES FOR THE PEOPLE WHO USE OUR SERVICES, BY:

- Extending our influence on policy formation and service procurement design
- Engaging more people of influence who can advocate on the issues, challenges and opportunities that people experiencing disadvantage face
- Continuing to invest in measuring and reporting the impact of the services we provide
- Engaging people in supporting and advocating for the issues that SYC highlights as important for all Australians
- Continuing to positively influence government, business and the community at large by demonstrating positive impact for the people who use our services and high value return to Australian taxpayers in avoided government costs
Continuing to collaborate with sector partners to identify and address gaps in care for vulnerable people in Australia

Enhancing the capacity, scope and volume of outcome delivery through effective partnerships

Capturing, preserving and re-applying community and corporate knowledge

Building effectiveness and positive life outcomes through scale and working with other organisations in collaborative ways

Creating opportunities for potential partners to connect with SYC and work together for mutual benefit and for the benefit of the people who use our services

Jo, 46
Program Manager – Learning

Scott, 45
Business Development Manager

“Creating great relationships is achieved by continually delivering beneficial outcomes for all partners.”
We invite you to contact us if you would like to know more about SYC’s plans and are interested in collaborating with us on any initiatives or plans of your own.