

Strategic Plan

2023-2026



sync

so you can



Acknowledgement of Country

Artwork created by Ngarrindjeri, Kurna Artist **Sam Gollan**

We acknowledge the Traditional Custodians of the lands on which SYC and our employees live and work; including the **Kurna, Darug, Turrbal, Yagara, Yugambeh, Munujali, Wanjeburra, Yugara & Yugarapul, Eora, Meru, Dharawal, Yuin, Bindjali, Peramangk, Ngarrindjeri, Ngarkat, Yuggera, Yirawirung, Buandig, Woi Wurrung, Wurundjeri, Wadawurrung, Bunurong**, and the contested lands of **Wurundjeri & Bunurong**.

We pay our respects to their Ancestors, Elders past, present and emerging, and extend that respect to other Aboriginal and Torres Strait Islander peoples where we live and work.

SYC is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationship with the land, waters and seas of their Country. We demonstrate this commitment by implementing and embedding cultural understanding training for all SYC staff and volunteers. Through partnerships with local Aboriginal Community Controlled Organisations, and suppliers, we take every opportunity to build cultural competence within SYC and contribute towards a reconciled nation.

SYC believes reconciliation must live in the hearts, minds and actions of all Australians as we move forward, creating a nation strengthened by respectful relationships between the wider Australian community, and Aboriginal and Torres Strait Islander peoples.



start your climb
shift your course
steer your career
show your courage
spark your curiosity
share your challenges
strengthen your capabilities

so you can





Our Vision

Wellbeing,
independence
and
opportunity
for everyone



so you can

Our Mission

**We exist
so everyone
can succeed**

SYC invests back into the Australian community, helping tens of thousands of people every year to create a life without disadvantage, to build sustainable independence and to experience wellbeing in all areas of their lives.



Our Values

Relentless Belief

We have a relentless belief in people and their potential

Excellence

We strive for the highest standards of safe, effective, ethical and compliant service delivery

Collaboration

We deliver better outcomes by working together, in an environment that brings out the best in people

Courage

We recognise and value strength and resilience

Creativity

We embrace innovative thinking and open-mindedness in how we conduct our work

A close-up, warm-toned photograph of a woman with dark hair, smiling and resting her chin on her hand. The image occupies the left third of the page.

What We Do



Employment

Help people to gain and sustain meaningful work



Education & Training

Enable people to acquire knowledge, new skills and experience



Housing & Homelessness Support

Support people to have a stable, safe and secure home



Disability Support

Empower people to live the life they choose



Justice Programs

Enable people to reintegrate within the community and make positive choices



Social Enterprise

Give people opportunity to grow, through a diverse range of direct employment opportunities



so you can

Our Priorities

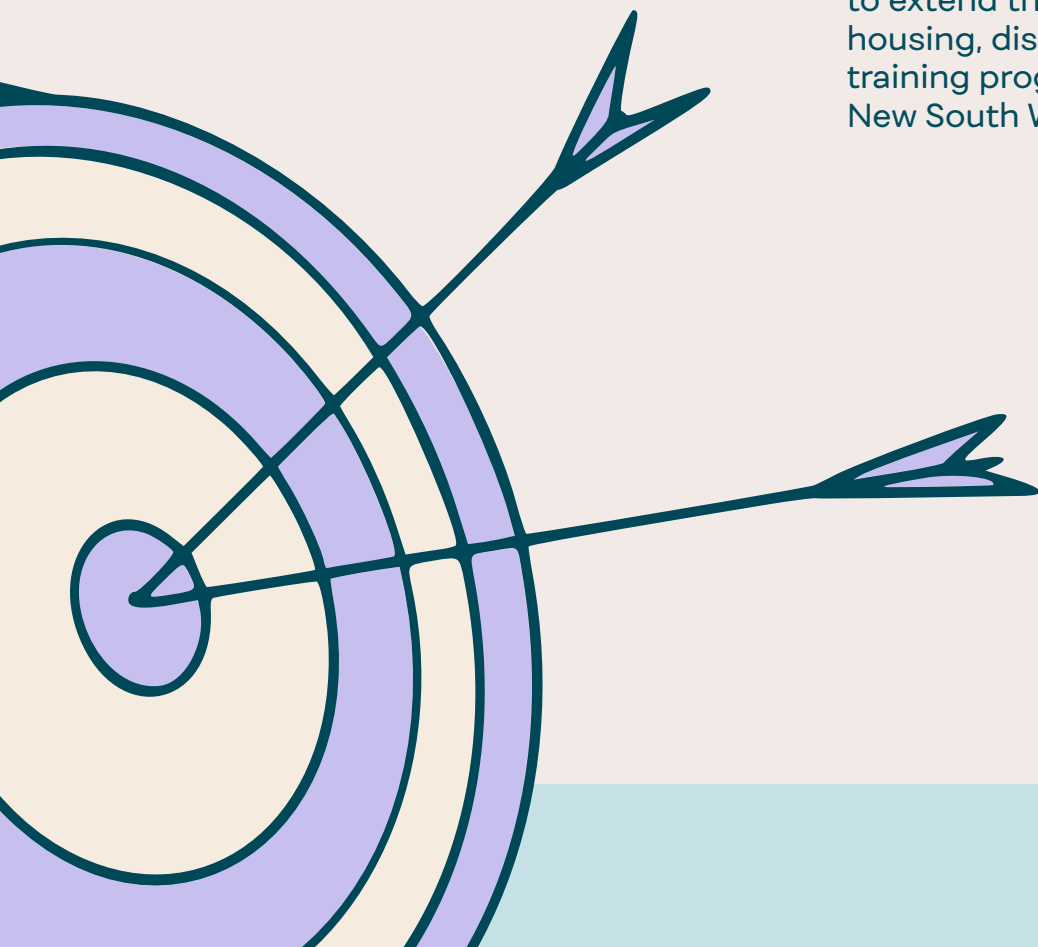
Impact
People
Practice
Partnerships
Data Informed
Social Responsibility

Impact

SYC will enhance the reach and benefits of the services we deliver

Our commitments are to:

- Expand opportunities to educate and train more people to reduce the skills gap in Australian workplaces
- Extend the reach and impact of our employment services programs, through effective service delivery and the integration of social enterprises in the areas we work
- Increase employment levels for people with disability directly with SYC, through our program delivery and through new social enterprise opportunities
- Invest in the expansion of our community housing, through scalable design concepts, including the development of SYC's vacant Elizabeth East property in South Australia
- Grow the utilisation and program diversity at SYC's youth skilling hub, The Foundry
- Focus on expanding our community service programs in areas that create the largest impact and return
- Leverage SYC's national footprint delivering employment services, to extend the delivery of SYC's housing, disability, justice and training programs into Victoria, New South Wales and Queensland

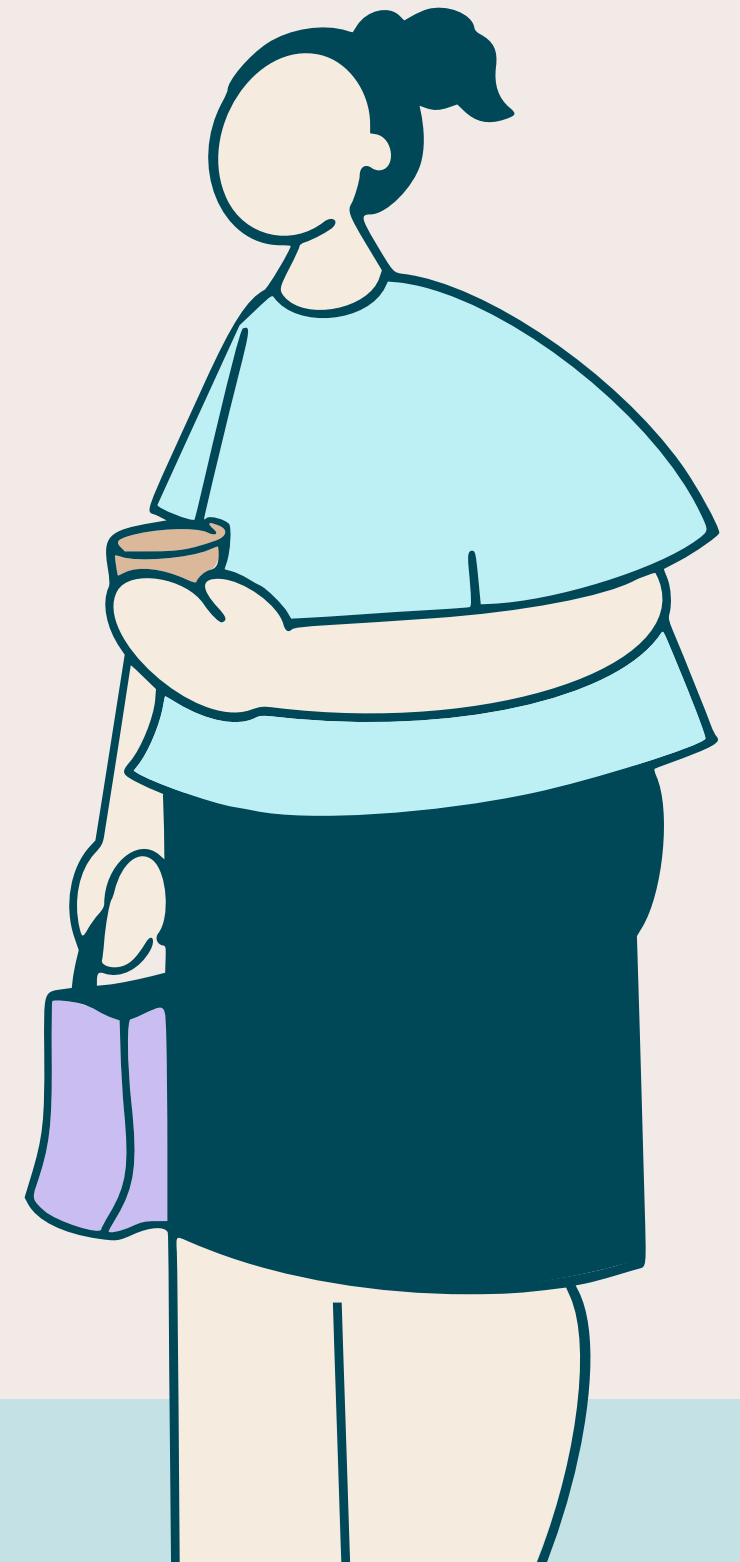


People

SYC attracts and retains the best people who believe in our purpose and demonstrate our values

Our commitments are to:

- Enhance and promote our employee value proposition and organisational culture, showcasing SYC as an employer of choice
- Prioritise the experience and wellbeing of our people, through their career journey at SYC
- Measure our diversity and enshrine targets and processes that drive a workforce at SYC that reflects society and provides equal opportunity
- Enable our team to reach their potential by investing in best practice training and employee development programs and systems
- Reward, recognise and celebrate outstanding achievements
- Maintain a vibrant and active volunteer and student community that adds value to our services and creates a pathway for employment

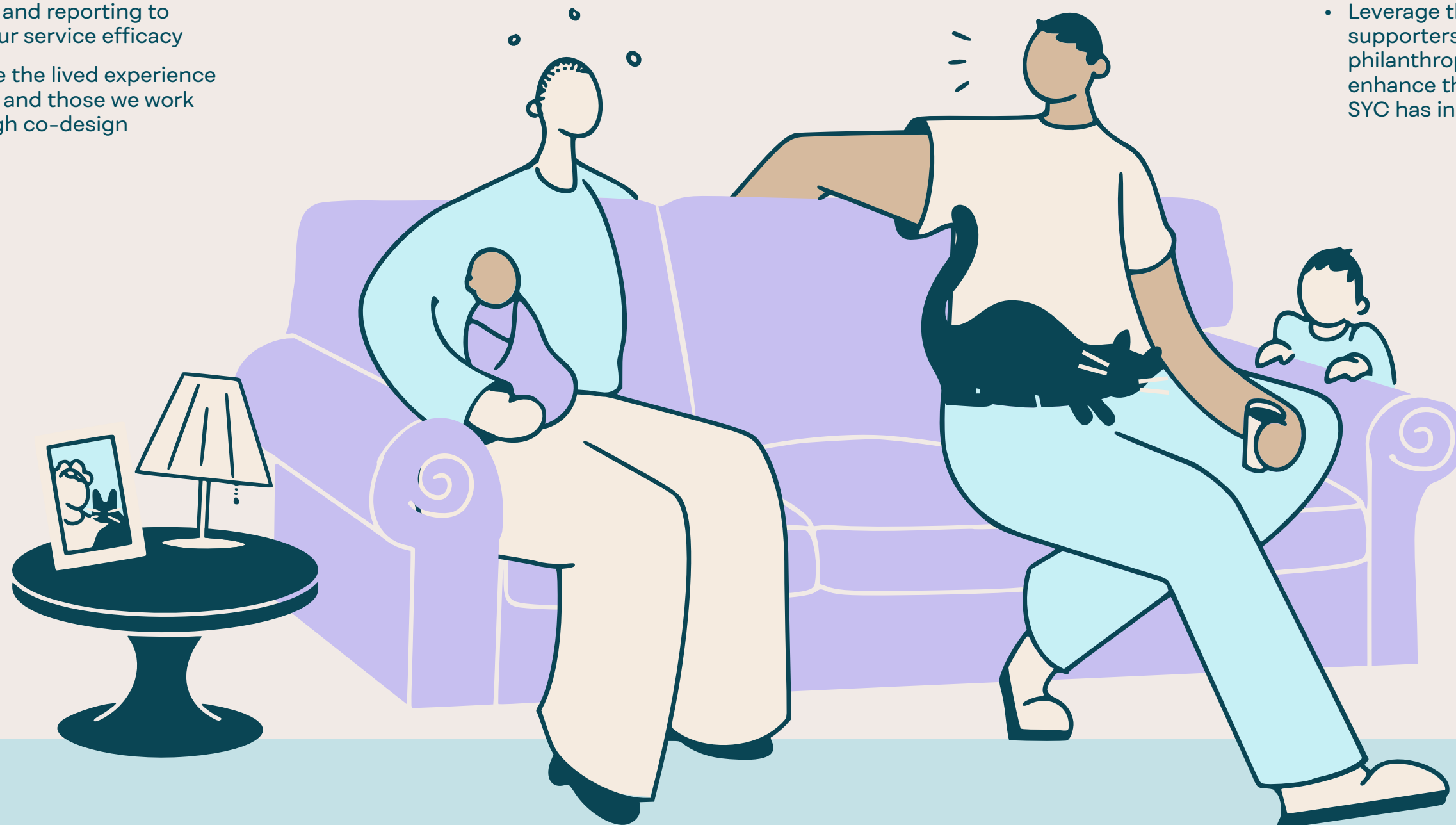


Practice

SYC is recognised as an industry leader in person centric service design and delivery

Our commitments are to:

- Develop a user feedback framework that captures the voice of our customers and helps improve the quality of our service
- Enhance our clinical governance framework and reporting to underpin our service efficacy
- Incorporate the lived experience of our staff and those we work with through co-design
- Advocate for the needs of the people we represent to influence policy and bring about positive outcomes, and empower the voice of individuals to advocate for themselves



Partnerships

SYC is actively engaged in purposeful partnerships to achieve higher value and positive outcomes

Our commitments are to:

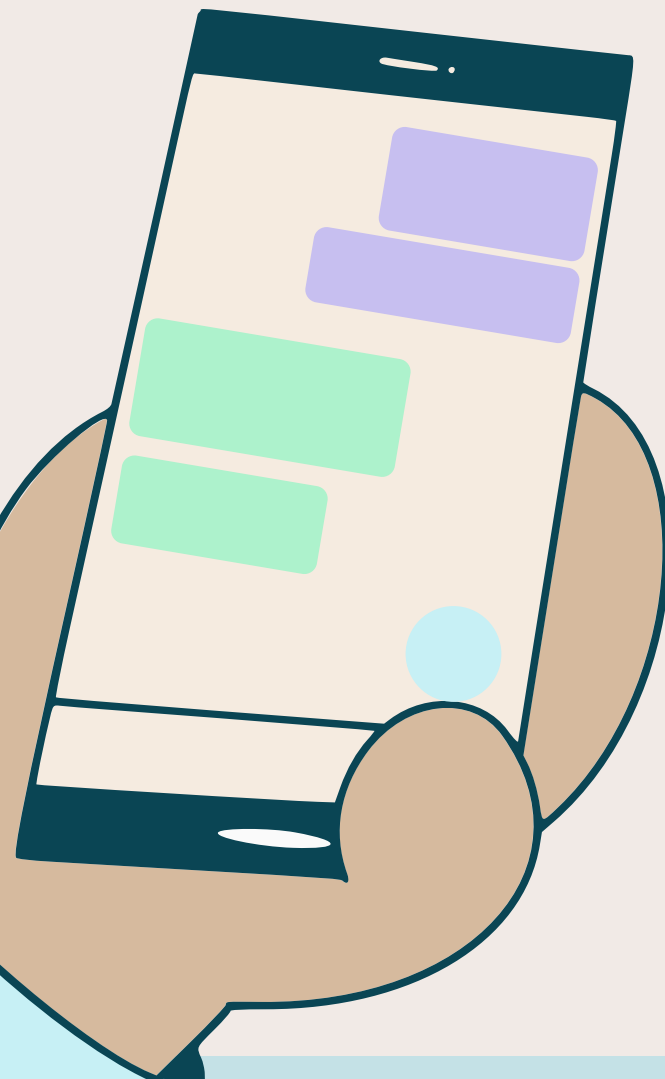
- Collaborate with sector colleagues and government to streamline connections and improve outcomes for the people we service
- Foster a range of corporate relationships that add value to our service offer and enhance opportunities for our program participants
- Leverage the contribution of our supporters, through engaging philanthropic activities to enhance the scale of impact SYC has in the community

Data Informed

SYC leverages data and analytics as a critical asset to our success

Our commitments are to:

- Create a unified data driven capability and mindset, where data is readily accessible and core to our insights, drives best practice and central to decision making
- Embrace evidence-based decision making drawn from research and the experience of our people and service users
- Measure and promote our community benefit, in a transparent and accessible way
- Understand the long-term outcomes of our practice on individuals and the community

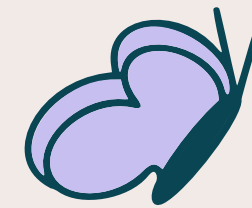


Social Responsibility

SYC is a diverse, inclusive and sustainable organisation

Our commitments are to:

- Deliver our Reflect Reconciliation Action Plan commitments and then progress our reconciliation journey through an Innovate Reconciliation Action Plan
- Deliver a Diversity and Inclusion Action Plan, ensuring our workplaces and services are accessible and inclusive for everyone
- Drive environmental sustainability throughout SYC's diverse operations, delivering impactful initiatives as society pivots to net zero carbon emissions





Founded in 1958 to support young people experiencing disadvantage, we have extended this expertise to people of all ages for more than three decades.

At SYC we are proud to work with people who are passionate and professional, who encourage and value diversity, who are courageous, creative and, most importantly, believe in people's potential.

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steer your career
shift your course
share your challenges
strengthen your capabilities

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