

SupportLink

Strategic Plan
2017-2020



Our vision

Safe and healthy Australian communities, supported and protected from harm



Our purpose

We enable productive referral making.

We make a difference to people's lives at their most critical points of need.

We pride ourselves on our ability to deliver targeted referral and diversion services that build sustainable referral making cultures, reduce frontline servicing workloads, and improve an agency's profile.

We have a clear intent to contribute to reducing harm levels in the community.

We care for people who are often the hardest to engage - those who have suffered trauma or are in a vulnerable state – offering them assistance to find a way forward.

Our services also assure frontline staff they can safely share their concerns about clients by directing them to support easily.

Our strategic priorities

2017-2020

Engage early.
Support well.
Reduce impact.

Engagement

- Continue awareness raising of our services for frontline agencies
- Share our business knowledge through different channels to leverage frontline sector reform in referral making
- Research 'better practice' referral making and the creation of mentally healthy workplaces to better inform and guide our clients

Information management and infrastructure

- Review and develop our IT platform to ensure we have the right infrastructure to meet our clients' ongoing needs.
- Improve our data collection and analysis, and client feedback systems to better evaluate, validate and improve our service model

Services and programs

- Provide an expanded network of integrated referral and wellbeing services for the sector
- Undertake pilot projects to facilitate improvement to our services or its validation

Business capability

- Enhance our business model and processes to remain current and relevant as a service provider
- Continue the practice of cultural renewal to always offer values based service delivery and demonstrate transparency and trust

Innovation and Quality

- Adopt 'continuous improvement' reviews of our services and products
- Embed robust governance practices in our business through maintaining program and business frameworks

Skilled Workforce

- Continue to build workforce capacity through targeted recruitment/training
- Provide best practice debriefs to maintain the health of our staff
- Develop a workforce strategy to effectively recruit and retain skilled staff, at times of expansion
- Identify emerging evidence about models of care and support staff to implement

Embed a referral making culture in government servicing

Offer effective support and wellbeing services at the right time

Increase access to our services by those in need

Promote 'help seeking' behaviour for, and by, those in need

Our story

SupportLink was established in 1997. Over the years, we have set the benchmark in developing referral management systems, evolving them to meet the changing demands of our client sector.

We founded the Online Referral Management System in Australia, designed specifically for the needs of Police and other Emergency Services and have since created an Integrated Service Network and a Shared Support Plan Framework. We continue to develop our single referral gateway into support services for agencies across Australia.

SupportLink is an all Australian company that continues to work to reduce the impact of harm on the Australian community through building sustainable cultures of referral making for frontline response agencies. We are the only organisation dedicated solely to working directly with frontline workers for this purpose.

Our mission

Engage early. Support well. Reduce impact.

From the outset, it has been our goal to be the preferred facilitator of support referral and wellbeing services to frontline response agencies across Australia.



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We offer our services to agencies committed to delivering an agile, responsive, people-focused and connected service to their community. Our services allow first responder agencies to have a workforce that is mobile, responsive and visible, highly trained and skilled, tech savvy and more engaged with the community.

Our Values

Empowerment – We inspire others in our work through our vision and commitment to changing people's lives. We empower others to work towards our mission and lead by example.

Compassion – We demonstrate empathy to others, seeking to understand their perspective when supporting them. We accept and respect others for who they are, supporting them as we work towards our goals.

Excellence – We go above and beyond, always striving for the best service. By seeking the best people, having strong partnerships and using proven practices our work exceeds expectation always.

Integrity – We act according to our values, in an honest and transparent way. We are accountable for our decisions and the way we engage with others.

Fairness – We stand up for what we believe in, persevering despite adversity. We take calculated risks, are innovative and think outside the square.

Business Facts

- * Delivered to front line government agencies for two decades
- * Serviced 360,000 + referral transactions in that time
- * Supported 29,200 + registered users
- * Have a service provider network of 1025+ partnerships within the government and NGO service sector