

RESPECT FOR HUMAN RIGHTS IS AT THE CENTRE OF EVERYTHING WE DO

Respect for human rights is a core Northside value. Everything we do and the way that we do it is guided by the basic human rights set out in a number of international human rights instruments and the UN Sustainable Development Goals.



RIGHTS OF CHILDREN



RIGHT TO EDUCATION



RIGHT TO A HOME



RIGHT TO COMMUNITY



STRATEGIC PLAN 2021–24

ABOUT NORTHSIDE

Northside Community Service is a not-for-profit, community-based organisation. We've been supporting our community in North Canberra — and beyond — since 1976. We're a progressive and modern community organisation that embraces diversity, social justice and advocacy for those in our community whose voices are often unheard.

Northside supports young children through our high-quality early education services, children and young people through our youth programs and family support services, older citizens through our aged care services and support programs, and the wider community through our housing, community development, outreach and volunteer programs.

VISION

A community where everyone matters and has the opportunity to fulfil their potential.

MISSION

Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.



EXCEPTIONAL PEOPLE
COURAGEOUS PRACTICE
www.northside.asn.au

THE RESULTS WE ARE AIMING TO ACHIEVE

STRATEGIC RESULTS



A community where everyone matters

Children, clients and community tell us that Northside is fully inclusive in its attitude and approach to services. Children and clients are from diverse cultures and backgrounds, and opportunities are specifically developed for indigenous children, clients and staff.



Everyone fulfils their potential

We can see children and people engaged and active in education, employment, and their communities, and using their strengths, skills and talents. We see our educators and support teams engaged in opportunities that highlight and represent their skillset and professional strengths.



Workforce has a strong professional identity

Stakeholders tell us that our teams are recognised as leaders in their fields and we see them being called upon to work with our partners within each sector. Employees and volunteers tell us that they feel acknowledged and rewarded for what they do, and Northside demonstrates investment in professional development for all employees.



Financial resources meet organisation needs

Stakeholders and funding agencies are confident that Northside is sustainable, and resources are available to reward our employees and continue to improve and expand our education and support services and programs.



Our communities are connected and strong

People tell us they feel engaged and connected with their communities. We see community lead programs and events.



Children, clients and staff are safe

Children, clients and employees tell us they feel Northside prioritises their safety. Incident reporting is transparent and provides evidence of Northside's commitment to safety.



Children and young people have lifelong skills for learning

We see children actively involved in, and engaged in their education. Children build positive relationships with other children and adults. Children tell us they feel safe, respected and valued.



Regulatory requirements are met

Northside demonstrates leadership commitment to compliance and continuous improvement. Positive outcomes from audits, ratings assessments and compliance checks from regulators.



People in complex circumstances get the support they need

People tell us they received the support they needed at the time they needed it. We can hear people advocating for themselves. We can see people being diverted away from tertiary systems. People report feeling well and independent in their homes.



Everyone has a secure home

We can see families housed safely and securely in appropriate properties. People report being able to afford their home. We can see people being able to stay and enjoy their homes as they age.



Employees feel supported in their work

Our staff tell us they feel engaged, understand the expectations of them, and feel supported and accountable.

ORGANISATIONS RESULTS