



OUR MISSION

(what we do)

To impact the wellbeing of young people at risk of disengagement in Australia, through best practice youth mentoring programs

OUR PERSONALITY

(how we behave)

Compassionate – cultivating relationships based on trust, kindness and sincerity
 Honest – being dedicated to consistency, integrity and accountability
 Innovative – using fresh approaches which facilitate exciting improvement
 Respectful – supporting people to make their own positive choices and changes
 Professional – providing high standards that are personal, responsive and flexible
 Youthful – motivating people to flourish using positivity, fun and enjoyment

OUR VISION

(where we aspire to be)

To create thriving communities by empowering our young people to become resilient, capable and connected

OUR GOALS

(organisation and stakeholder requirements)

People Management	Program Management	Program Evaluation	Mentor Management	Partnership Development	Marketing and Communications	Operational Processes
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OUR STRATEGIES

(how will we do it)

1. People – attract, develop, support and retain our quality team
2. Programs - design and deliver best practice mentoring programs for our mentees
3. Evaluation – comprehensive systems to prove and improve our impact and effectiveness
4. Mentors – attract, develop, support and retain quality volunteer mentors
5. Partnerships – generate required funding to operate our organisation
6. Marketing – market our brand to attract mentors, mentees, funding
7. Process – maintain processes for governance and operational efficiency

OUR MEASURES AND TARGETS

(how we know we got there)

People Management	Program Satisfaction	Evaluation Process	Mentor Management	Financial Sustainability	Industry Recognition	Governance Reporting
90% retention rate of team or better, rating <7 on staff Job Happiness levels, 100% reviews complete	90% match retention rate, <90% mentees happy to be part of program and would refer a friend	Reach statistically significant improvements on all surveys, attendance rates, survey return rates	30% mentor retention rate, <90% mentors happy to be part of program and would refer a friend	20% increase in corporate partnerships, achieve fundraising target or better, 20% govt funding	Marketing analytics and measures, involvement in conferences, presentations, awards,	Adhere to ACNC, ATO, ASIC requirements, maintain expenses on budget or better