



VERITAS HOUSE

STRATEGIC PLAN

2022-2025



We acknowledge the Traditional Custodians of the Wiradjuri Nation on whose land we work. We pay our respects to Elders past and present and acknowledge all First Nations children, young people, families, carers, and staff who are part of Veritas House. We are committed to the work of self-determination and reconciliation.



Veritas House is committed to celebrating diversity and eliminating discrimination. We welcome all people in the LGBTQIA+ community.

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OUR VISION



is to contribute to the creation of a socially just and caring community in which every person is safe, secure & valued.

OUR MISSION

Veritas House provides innovative, accessible, responsive services to the community through the provision of care, support and advocacy.

Our Mission is to:

- End the cycle of homelessness
- Empower people to reach their full potential
- Strengthen interpersonal, family and community relationships, and
- Work in the best interests of children and young people in Out of Home Care (Foster Care).

FROM THE CHAIR AND CEO

We are delighted to present the Strategic Plan 2022-2025 for Veritas House. The plan was developed following a comprehensive independent review that included consulting with our staff, carers, service users, Board members, peak bodies, and leading service providers. It sets out a bold but realistic agenda to take Veritas into our fifth decade of providing innovative and responsive services to children and young people in the Central West.

From our origins more than 40 years ago as a crisis refuge for homeless young people, Veritas House has grown to provide a range of programs that support children and young people to be safe, resilient, and successful members of the community. Our approach is based on meeting need at different stages of life and development. This can mean ensuring a child has a safe and nurturing home in which to grow and learn, providing therapies to address complex individual needs, or giving a young person a supported opportunity to practise the skills they need to transition to independent living.

Whatever 'meeting need' looks like, it is always underpinned by the vision and values that guide everything Veritas House does.

Our strategic focus for the next three years is to do more of what we already do well, while building our capacity to further diversify our programs and consolidating our financial resilience. We will continue to be a strong voice advocating for vulnerable children and young people in the Central West and partnering with other organisations and stakeholders in our local communities will remain a priority. Going forward, we are particularly committed to enhancing collaboration with Aboriginal organisations and community groups and strengthening our own credentials as a culturally competent and safe service provider and employer.

We look forward to embracing the new opportunities and learnings that embarking on the implementation of a new strategic plan inevitably brings.



Geoffrey Hastings
Chairperson



Jody Pearce
Chief Executive Officer



The background of the entire page is a photograph of several hands of different skin tones holding and stacking wooden blocks. The top half of the page has a white background with a purple header and footer. The middle section is a white box with a purple border. The bottom half of the page has a purple background with a white footer.

OUR VALUES

Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, trauma-informed way that respects the experiences and needs of the people we work with.

Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust, and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people, and others we work with.

Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretence.

OUR STRENGTHS

- We are unique
- We are well known and have a strong reputation
- We provide a range of programs
- We have sound experience and skills
- We are flexible and responsive to local needs
- We are well utilised

STRATEGIC PLAN



WHO

We support vulnerable children, young people, and families in Central West NSW.

We do this in collaboration with carers, local communities, and partner organisations.



WHAT

We continually strive for service excellence in supporting children, young people, and families to be safe, strong, and successful.

We seek to grow the reach, capacity, and financial resilience of our organisation to broaden the ways we can meet the needs of the communities we serve.

We work in partnership with other organisations to meet local needs in our communities.

We are committed to cultural safety, self-determination, and reconciliation in action.



HOW

We listen to children, young people, families, and carers, and genuinely involve them in decision making about the services we provide, and work in ways that build and maintain trust.

We strive to recruit and support a professional workforce that is committed to our vision for a socially just and caring community and has the necessary skills to support the people we serve.

Our systems and processes are continuously reviewed to build our capacity, capability and competence.

WHAT WE DO

1 We continually strive for service excellence in supporting children, young people, and families to be safe, strong, and successful.

- Provide a range of safe and supportive living environments for children and young people to experience security, positive growth and development.
- Take a trauma-informed and relational approach to supporting children and young people to achieve well-being and reach their individual potential.
- Empower children and young people to participate in decisions that affect them and develop the confidence and necessary skills to transition to independence and self-determination.
- Contribute to long-term social inclusion for children, young people, and families.
- Deliver evidence based therapeutic supports and programs which meet the needs of individuals and local communities.
- Support families to build their understanding and skills to enrich their family's emotional and social well-being.

2 We seek to grow the reach, capacity, and financial resilience of our organisation to broaden the ways we can meet the needs of the communities we serve.

- Provide programs for vulnerable children and young people based on an understanding of changing needs at different stages of growth and development, from early childhood through to young adulthood.

- Capitalise on appropriate opportunities to expand and diversify our programs to increase options for children, young people and families.
- Take actions to continually generate the organisational and financial resilience necessary to sustain ongoing service excellence.

3 We work in partnership with other organisations to meet local needs in our communities.

- Maintain our presence and leadership in the local communities we serve.
- Strengthen existing partnerships and seek to build new relationships with other agencies that support children, young people and families.
- Initiate and participate in 'communities of practice' to share learnings, effectively advocate for children and young people, and plan responses to identified needs.

4 We are committed to diversity and cultural safety, self-determination, and reconciliation in action.

- Listen to children, young people, families, carers, and staff from diverse backgrounds and respect their knowledge.
- Enhance collaboration with Aboriginal organisations and community groups to strengthen our capacity to support Aboriginal children and young people.
- Supportively transition the care of Aboriginal children to Aboriginal agencies.
- Develop and embed our Reconciliation Action Plan across our organisation.

HOW WE DO IT

1 We listen to children, young people, families, and carers, genuinely involve them in decision making about the services we provide, and work in ways that build and maintain trust.

- Promote and include the voices of children, young people, families, and carers in designing, implementing and continually improving the services we provide.
- Develop and maintain respectful relationships that give dignity to individuals.
- Prioritise and value responsive and consistent communication and service delivery.
- Respond constructively to concerns and complaints and use these as opportunities to critically reflect and make improvements.

2 We strive to recruit and support a professional workforce that is committed to our vision for a socially just and caring community and has the necessary skills to support the people we serve.

- Effectively communicate our unique credentials as a leading employer of choice in the Central West.
- Implement strategies to increase the size and diversity of our potential workforce.
- Create and maintain the conditions necessary to support consistently good quality staff induction and supervision.
- Provide practical and tailored pathways for professional development and retention.
- Promote shared responsibility for maintaining staff wellbeing.
- Prioritise long term capacity building and succession planning.

3 1. Our systems and processes are continuously reviewed to build our capacity, capability and competence.

- Invest in our systems and practices for internally managing and sharing information and knowledge to support quality outcomes for children, young people and their families and carers.
- Identify opportunities to 'scale up' and embed good practice across all parts of the organisation to enhance professional capacity and consistency.
- Promote a workplace culture of quality, consistency and compliance through well-designed data collection, reporting, oversight, auditing and recognition.



OUR STORY

Veritas House was founded in 1981 by Bathurst Youth Service, a social action committee of the Uniting Church, Bathurst. Using a building provided by Dominican Sisters, it originally operated as a youth refuge for approximately 100 young people experiencing homelessness. The refuge became independent of Bathurst Youth Service in 1983 and in 1986, Veritas House was incorporated.

Since then, we have grown to be a well-known and well-regarded provider of a range of services for vulnerable children and young people in Central West NSW, funded by the NSW Department of Communities and Justice.

OUR PROGRAMS



Homelessness and Earlier Intervention

Targeted Earlier Intervention

Youth Specialist Homelessness Services

Homeless Youth Assistance Program

Permanency Support Program (Out of Home Care)

Foster Care

Supported Independent Living and Residential Service

Case Work Support Service

Interim Care Model

Premier's Youth Initiative

Clinical and Consultation Services

Bathurst
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96 Bentinck Street
02 6332 3882

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