



Quantum

Support Services

Strategic Plan 2022 - 2027



To connect people to the support they choose for safer, thriving families across Gippsland

Message from Quantum Support Services

Our Quantum Support Services 2022-2027 Strategic Plan sets us on a course to contribute to our community, where people belong, are valued, feel hope for the future and can access the support they choose to achieve their goals.

Our Quantum Board and Executive Leadership Team have worked closely with our staff, sector and government partners and past clients to develop this five year plan, which builds on our strengths and strong connection to the Gippsland region and community. We thank everyone for their strong contributions to our vision.

Since 1987 we have been an active advocate for our Gippsland community, supporting young people and those experiencing family violence and homelessness, as well as children and youth in out-of-home care.

Over the past five years our small not-for-profit organisation has experienced unprecedented growth. We attract an annual income of over \$25 million and employ more than 215 staff. This growth reflects our community's needs.

It is Quantum's commitment to providing the best quality services and support to Gippslanders which continues to be our primary consideration.

This strategic plan supports Quantum to expand the services most required by our community in order to address need. It also supports Quantum's ongoing journey to improve systems and processes, to be more efficient and to maximise our impact.

Our employees are also at the core of this strategy. Without them, we are unable to support our clients. Our people are our priority. We will continue to celebrate diversity, enhance our learning culture, provide opportunities for professional development and leadership, and focus on staff wellbeing.

Through this strategy, Quantum is committed to building on our 35 year history of supporting Gippslanders, guided by the belief that everyone has the right to live life to their fullest potential.

Quantum Executive and Board



Board members and staff visiting the new Sale office during construction



About Quantum

Quantum Support Services (Quantum) is a leading community service organisation run by Gippslanders for Gippslanders. Quantum has been operating across the Gippsland region since 1987 and has built a strong reputation in achieving improved outcomes for people experiencing crisis in our community.

Quantum is proud to provide responsive, quality services for young people and families. We support our community by providing access to specialist response and intervention programs in the areas of Family Violence, Youth Services and Homelessness.

Quantum employs more than 215 experienced full and part-time staff and delivers over 40 programs across Gippsland for people of all ages.

We are a Gippsland agency that focuses on achieving evidence informed outcomes to improve the aspirations of Gippslanders. Quantum has deeply rooted relationships with the community and place based agencies across Gippsland. We work with many local organisations to support our clients to access a broad range of services.

Quantum advocates for the Gippsland community by working alongside partner agencies and peak bodies at the local, state and national level to promote and raise awareness of key social issues impacting the region.

Quantum has developed several unique programs to support and empower our clients. These include capacity building and social connection initiatives such as the 'Adolescents Building Connections', 'Living Skills' and 'Inspiring Women's Group' programs.

Quantum currently offers youth crisis accommodation as well as women and children's community care residential units. We also deliver a variety of programs, including:



Provider of services as part of The Orange Door in Inner and Outer Gippsland

Tenancy advocacy and support

Community Connections (assisting vulnerable people connecting with services, health and support providers)

Family Violence support programs for women and children

Youth programs

Better Futures and Homestretch pathways from Out of Home Care

Out of Home Care including Foster Care and Kinship Care

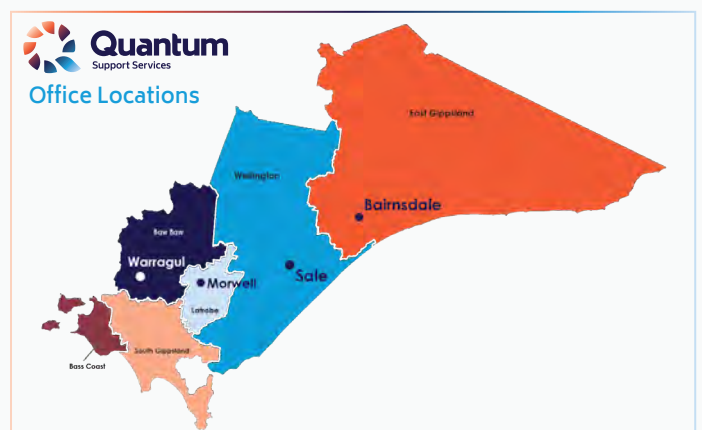
Youth Justice programs

Commonwealth Home Support Programme (CHSP)

215+ Community members are employed by Quantum

40+ Programs are provided at Quantum

6+ Locations around Gippsland. 4 Office Locations and 2 Refuges



Our Values Respect | Integrity | Empowerment

Strategic Plan 2022 - 2027

To deliver on our purpose and vision we have identified four key goals on which we will focus our efforts in the next five years, with several priorities for each goal.

Our purpose and vision:

To connect people to the support they choose for safer, thriving families across Gippsland

Quantum's ambition over the next five years:





Investing in our future and tailoring our support to client-led demand in Gippsland

Goals

What are our key priorities?

What outcomes will we look to achieve?

What will be our key measures of success?





Goal 1:  Improving quality, equity and access through practice and advocacy	Develop our advocacy framework and presence in strategic forums	Develop our research agenda, partnerships and outcomes measurement framework	Develop the Quantum ethos and philosophy	Embed our approach to lived-experience in service design
Goal 2:  Developing assets to better support our clients and community	Build our footprint in the provision of housing	Explore becoming a registered housing provider	Develop our asset management strategy	
Goal 3:  Sustainable growth and revenue diversification	Develop stream-level growth and partnering strategies	Develop our revenue diversification strategy	Build our financial sustainability	Reduce funding complexity in the organisation
Goal 4:  Embedding our learning culture and improving our ways of working	Deliver on the OHS and People Learning and Culture plans	Develop our diversity and inclusion strategy	Leverage technology and innovation to improve service delivery	Develop and embed our approach to workforce planning Develop our internal auditing and BCP framework

Quantum Support Services

For each of our strategic goals, we have identified the main outcomes that we are aiming to achieve. Our success in achieving these goals and outcomes will be measured across four key domains. These domains measure progress holistically across the organisation and across various goals and priorities. In order to track these measurements, baselines will be established in the first year of the Strategic Plan, with regular reporting on progress across each of the measurements throughout the five-year period.

Quantum services have a consistent, unified and inclusive approach across streams	Quantum is known as a thought leader, and go-to organisation in the region
Increased opportunities for housing for clients experiencing homelessness or housing instability	Quantum is a regional leader in hybrid working and service delivery
Quantum has greater financial sustainability and flexibility to pursue different (and unfunded) opportunities	Gradual and targeted growth in directions of strategic focus
Quantum is recognised in the market as an employer of choice and a place for career and leadership development	Quantum is a more efficient organisation with better use of data and more ways for clients to access Quantum's services

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Client Services 	<ol style="list-style-type: none"> Resolution time for customer feedback/complaints Number of client follow-ups completed post-closure Advocacy activities per quarter Increase in clients supported in to housing Percentage of Quantum programs with lived experience contributions
Financial 	<ol style="list-style-type: none"> Percentage growth of revenue per client Percentage of revenue diversified on 2022 levels Return On Investment on Quantum foundation, managed fund etc. Per client cost of infrastructure investment Investment in reducing environmental impact
People 	<ol style="list-style-type: none"> Staff engagement Average quarterly learning and leadership hours per person Lost time work hours due to OHS (LTIFR)
Quality and Risk 	<ol style="list-style-type: none"> Average number of clients engaged per staff member Client satisfaction Cost of service per client



Quantum Support Services acknowledges the Gunai Kurnai Peoples as the Traditional Custodians of the land on which we work and live, including Elders, past, present and emerging.



Quantum is working toward our Rainbow Tick accreditation.

Quantum celebrates diversity and inclusivity and we are committed to ensuring our workplace and services reflect this. We welcome people of all backgrounds, abilities and cultures.



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