

STRATEGIC PLAN 2024 - 2027



MISSION

Accessible, collaborative, inclusive and timely prevention, advocacy and counselling services for children, youth and caregivers affected by abuse with a commitment to engagement with diverse communities in the Greater Victoria region



VISION

Healing and Hope for all children, youth and caregivers affected by sexual abuse and other trauma through integrated services and respect for diversity



VALUES

Accessibility ◦ Resilience ◦ Engagement ◦ Service Excellence ◦ Collaboration ◦
Person Centered ◦ Culturally Safe ◦



GOALS

INCLUSIVE & CULTURALLY SAFE CARE

- Engage Indigenous & Diverse Communities
- Reduce Barriers
- Culturally Safe Environment

ACCESSIBLE, TIMELY SERVICES

- Reduce wait times
- Provide effective pathways for families to services

SERVICE EXCELLENCE

- Support and retain an engaged, qualified staff team

GOALS & OBJECTIVES



INCLUSIVE, CULTURALLY SAFE CARE

GOAL

To provide culturally safe and inclusive care for, and with diverse and Indigenous communities

OBJECTIVES

- Reduce barriers to access for diverse and Indigenous children and youth through engagement, listening, learning and action
- Support staff in the provision of culturally safe, inclusive care
- Continue to develop a culturally safe service environment



ACCESSIBLE, TIMELY SERVICES

GOAL

To increase accessibility to services with reduced wait times

OBJECTIVES

- Secure core funding for counselling services for victims of non-sexual abuse
- Proactively seek ways to reduce waitlists and wait times to support timely access to services
- Maintain standards of care and pathways to ensure effective and timely client flow through services



SERVICE EXCELLENCE

GOAL

To provide services of high quality with the retention of qualified and engaged staff

OBJECTIVES

- Develop and implement a Human Resource Plan to attract and retain qualified staff
- Enhance the quality of services and culture by nurturing a sense of belonging, achievement, shared purpose, and well-being
- Ensure that staff are supported, qualified, and experienced to deliver evolving programs and services