

Lyndon Community strategic intent 2015-2020

Vision

Lyndon Community is a leader in the provision of specialist alcohol and drug services in regional, rural and remote areas. We work in partnership with our clients and other services to provide high quality and evidence based services, to support better life outcomes.

Purpose

Innovation in the provision of drug and alcohol services across the life span to improve individual, family and community capacity, independence and wellbeing.

Values

- Person focused
- Innovative
- Building relationships
- Respectful
- Courageous
- Embracing change
- Culturally safe

Strategic priorities

- Strategic Goal 1: Provision of high quality drug and alcohol services*
- A: Leadership in client-centred services
 - B: Delivery of programs that meet clients', families' and communities' needs
 - C: Programs are evidence-based and include harm minimisation, abstinence and prevention approaches
- Strategic Goal 2: Appropriate governance, leadership and infrastructure*
- A: A strong governance and management framework leads TLC
 - B: Our corporate and clinical practices, facilities and business systems are used effectively to support and improve our services
 - C: Our workforce is capable, engaged and skilled
- Strategic Goal 3. Organisational sustainability and growth*
- A: Diversification of funding supports sustainability
 - B: We develop and strengthen our strategic partnerships
 - C: Our brand is promoted and recognised
 - D: Research, evaluation and planning informs growth and change

Our success will be measured by:

- The extent to which our clients' specific needs are met
- Our clients' experience of our services and our staff
- The outcomes we achieve for our clients – the extent to which they are supported to reduce their substance use, experience hope and optimism for the future, engage with our services, complete treatment, and sustain well-being at follow-up
- The way we shape and change services to fit culture, gender and age

- The brand profile we achieve, with our clients, communities, partners and funders
- The engagement of staff and retention of our high performers
- The skills, capabilities and competence of our staff to deliver
- The effectiveness of our corporate governance
- The funding we attract and the growth we achieve