TaskForce Strategic Plan

Vision 2022

TaskForce
Where hope finds help.

TaskForce is recognised as a leader in breaking the AOD cycle of disadvantage by offering evidence-based, complementary services, prioritising the needs of people in South-East Melbourne

TaskForce
Where hope finds help.

Strategic Priorities

To fulfill the Strategic Vision 2022, four strategic priority areas have been identified

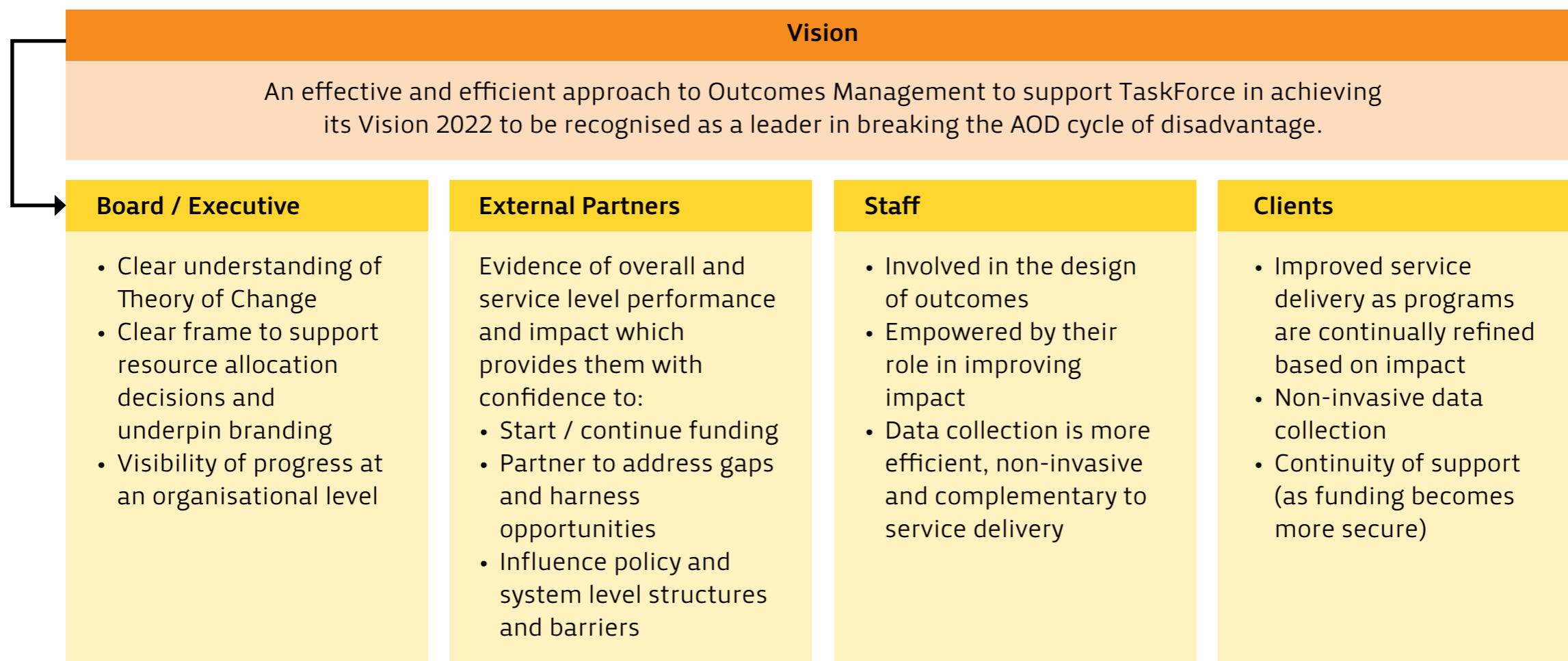|	
Focus on client impact	We will know that our services are making a real difference in people's lives by measuring client outcomes across all of our core programs and using this information to evolve our offering.
Adopt a holistic and integrated support model	We address the needs and aspirations of our clients by providing access to a full range of complementary AOD and other support services delivered seamlessly by us and through our partners.
Be seen and heard	We will improve our profile within the AOD sector and become an influential advocate for the needs of families, adults and young people living in South-East Melbourne.
Invest into our people and organisation	Our people will have the expertise, skills, passion and the necessary resources to consistently deliver positive outcomes for our clients.

Stakeholder Focus

Efficient and effective approach to outcomes management will reinforce organisational purpose and help demonstrate and improve impact

Vision
An effective and efficient approach to Outcomes Management to support TaskForce in achieving its Vision 2022 to be recognised as a leader in breaking the AOD cycle of disadvantage.

Board / Executive	External Partners	Staff	Clients
• Clear understanding of Theory of Change • Clear frame to support resource allocation decisions and underpin branding • Visibility of progress at an organisational level	Evidence of overall and service level performance and impact which provides them with confidence to: • Start / continue funding • Partner to address gaps and harness opportunities • Influence policy and system level structures and barriers	• Involved in the design of outcomes • Empowered by their role in improving impact • Data collection is more efficient, non-invasive and complementary to service delivery	• Improved service delivery as programs are continually refined based on impact • Non-invasive data collection • Continuity of support (as funding becomes more secure)

Objective 1

Implement outcomes measurement and evaluation framework

Overview

To develop and implement an outcomes measurement and evaluation (M&E) framework.

This will involve the appropriate collection and recording of client outcomes against key indicators, to inform the effectiveness of programs and the organisation.

Key Outcomes

1. M&E framework for core programs supported by an organisational framework.

2. Performance dashboards available for program teams, management and board.

3. Outcomes performance baseline established, with ability to compare future performance.

Immediate Next Steps

1. Pilot M&E framework for Engaging Families; begin collecting data and establish program baseline.

2. Develop program logics and data collection approach for other core programs.

TaskForce
Where hope finds help.

Objective 2

Develop a data capture strategy

Overview

To develop a data capture strategy to provide the steps necessary for TaskForce to begin reporting on programs and activities, and the corresponding interactions and client outcomes.

This will likely involve investing in an appropriate IT solution to support data collection.

Key Outcomes

1. A map of the current data ecosystem and supporting processes.

2. The implementation of a scalable IT solution that supports the capturing of client data and outcomes, and the generation of corresponding performance reporting.

Immediate Next Steps

1. Map current data ecosystem, identifying any gaps and critical requirements; use as a basis to inform data capture strategy and criteria for investment in IT solution.

2. Begin assessing different IT solutions, consider piloting a solution for a specific program.

TaskForce
Where hope finds help.

Objective 3

Develop an evidence-based approach for AOD wrap-around service model for South-East Melbourne

Overview

To develop an evidence based approach for an AOD wrap-around service model based on an understanding of the current and growing needs of South East Melbourne.

This will involve leveraging internal client data and external research.

Key Outcomes

1. The delivery of an AOD wrap service model to South-East Melbourne, that is supported by academic research and an evidence base.

2. Continue to refine and tweak the AOD wrap around service model based off a growing evidence base.

Immediate Next Steps

1. Conduct an environmental scan of South East Melbourne, and identify needs of specific cohorts.

2. Identify potential research partners that would be best fit to conduct research evidence-based AOD models; seek funding options to support project delivery.