BRISBANE YOUTH SERVICE

Strategy on a page 2026-29



VISION

New futures for young people.

MISSION

To support young people (12-25) and young families experiencing or at risk of homelessness to overcome barriers and thrive in the community.

LONG-TERM VISION AT A GLANCE

BYS is a trusted leader, delivering high-quality services and partnerships that prevent and reduce homelessness, strengthen young people's futures, and contribute to lasting system change.

VALUES

Respect · Optimism · Accountability · Resilience

STRATEGIC PRIORITIES

	ORGANISATIONAL HEALTH (Workforce capability, wellbeing, and culture)	SERVICE EXCELLENCE (Quality service delivery through evidence-informed practice)	SUSTAINABILITY & STRATEGIC PARTNERSHIPS (Efficiency, funding, reputation, and external relationships)
	Impact on employees and teams	*Impact on young people and young families*	*Impact on sector and systems*
Purpose Why this is important	Building a capable, supported workforce and strong organisational culture.	Delivering consistent, high-quality, evidence-informed services that support young people to thrive.	Strengthening and diversifying funding, partnerships, and system influence to maximise impact.
Priority What we'll do	• Strengthen governance and accountability. • Embed lived experience in decisions. • Role clarity, collaboration, leadership.	• Improve service governance and shared practice. • Co-design, deliver, and evaluate with young people.	• Diversify funding with trusted impact evidence. • Build strategic partnerships and referrals. • Champion lived experience in advocacy.
Success How we'll know we've done it	• A stable, highly engaged workforce with a strong ownership of the culture. • Clear priorities; leaders follow through. • Embedded governance, risk, and workplace health and safety systems that inform decisions.	• Consistent, high-quality experience for young people. • Clear accountability, supported by mature service governance and risk oversight. • Outcomes tracked; young people shape design.	• Stable and diversified funding aligned to strategic priorities. • New and strengthened aligned partnerships. • Trusted sector leadership driving systems impact. • Recognised influence and shared learning.

This Strategy on a Page is a summary of the Brisbane Youth Service Strategic Plan 2026-2029. Progress against strategic priorities is monitored through annual operational plans, performance indicators, risk management processes, and regular reporting to the Board.

BYS would like to acknowledge the Jagera and Turrbal Peoples as the Traditional Custodians of the land BYS operates from (Meanjin), and we pay our respect to Elders past and present. We acknowledge Aboriginal People and Torres Strait Islander People as the Traditional Custodians of these lands, waters and skies. Their cultures are among the oldest living cultures in human history.