

SUMMARY

Purpose and Practice Framework

The Northern Rivers Community Gateway (NRCG) is a not for profit, registered charity formed in 1976. We provide welfare and community capacity building programs for disadvantaged individuals and communities. Our services and programs extend to the Far North Coast, New England, Mid North Coast and across NSW.

NRCG has developed the *Purpose and Practice Framework* to demonstrate our commitment to best practice for the clients and communities we serve. It aims to ensure our practice is evidence-based, responsive to the needs of our communities, and has a positive social impact. It was developed through in-depth consultation with staff and management to ensure it reflects our current strengths and future aspirations.

NRCG is committed to embedding the framework across all parts of our organisation. Successfully embedding this framework will enable us to:

- provide high quality and culturally appropriate services
- unlock new funding opportunities
- maintain formal accreditation
- provide assurance to funders
- develop the capabilities of NRCG staff
- mobilise support within the wider community
- demonstrate leadership within the sector.



Northern Rivers Community Gateway

Elements of the framework



Creating social impact

We create impact across a number of areas —safety, economic, health, housing, education and inclusion.

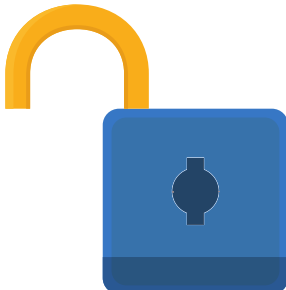
We report on the impact we make.

Designing our services

We utilise the best available evidence to turn our ideas into robust service models.

We understand and articulate the 'theory of change' for our programs and services.

We plan services and programs in partnership with end users and the wider community.



Enhancing access

We promote access to our programs and services through a range of entry points.

We provide safe and welcoming facilities at the point of service.

We develop and maintain flexible referral pathways.

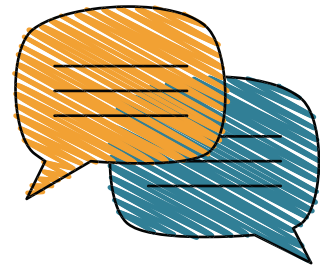
We proactively engage with vulnerable communities.

Responding to need

We ensure clients receive the right service, at the right time, in the right place.

We seek to understand client needs through effective individual risk assessment processes.

We ensure our clients receive coordinated service responses.



Delivering quality services

We deliver trauma-informed services.

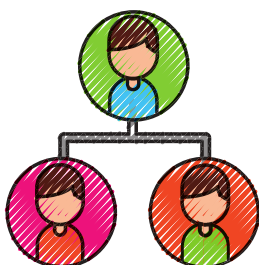
We focus on recovery and building the capacity of people.

We use a range of evidence-based approaches matched to client needs.

Measuring outcomes

We collect the data we need to monitor and evaluate our programs and services.

We measure outcomes, not just outputs.



Supporting our work

We continually develop a high performing and professional workforce.

We continually review and improve our practice.



MANY TRACKS, ONE ROAD
SUSTAINING COMMUNITY.

Northern Rivers Community Gateway

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