



STRATEGIC PLAN 2022-2025

OUR VISION



A COMMUNITY WHERE
ALL PEOPLE LEAD
A DIGNIFIED LIFE
AND FULFILL THEIR
POTENTIAL.

OUR PURPOSE



To create transformational change for our community through providing holistic, person centred services which positively impact individual and collective health and wellbeing outcomes.

We will continue to build on over 50 years of history supporting the community across all life stages through a dedicated team of staff, volunteers and students.



OUR CORE VALUES

The following core values underpin and guide our culture, our practice and our decision making.

Equity

We provide accessible and inclusive services which recognise the inherent dignity and human rights of every person.

Respect

We honour people's beliefs, values, diversity and rights.

Self Determination

We champion and promote opportunities that enhance people's freedom and capacity to fulfill their social, cultural and economic needs.

Empowerment

We provide resources and guidance to enable people to build their capacity and resilience to respond to life's opportunities and challenges.

Generosity of Spirit

We are committed to fostering connections and celebrating humanity through empathy, kindness and compassion.

Innovation

The needs of our community are often complex and constantly evolving. We are committed to leading edge practice and investing in innovation to ensure our services are as impactful as possible.

STRATEGIC PLAN

2022-2025



OUR STRATEGY

Our talented team of staff, volunteers and students provide a range of carefully developed, targeted services to the community with respect, skill and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence-based and innovative programs.

We identify emerging trends and work with the community to develop, implement and improve a range of programs that respond to the diverse, persistent and emerging challenges that impact our community.

Our work contributes to Australia's efforts to achieve the United Nations' Sustainable Development Goals.



OUR PILLARS

Our pillars define our priorities. Through these pillars we endeavor to engage our people and our community in the co design of innovative programs, building capacity to shape and achieve an equitable, fulfilling and joyful future.



OUR PEOPLE

- Culture
- Capacity Building

OUR COMMUNITY

- Participants
- Partnerships

OUR FUTURE

- Sustainability
- Growth

OUR PEOPLE

Culture

We promote a thriving, positive culture where our people are engaged, dedicated and fulfilled by their work. We pride ourselves on transparent communication to create a solid foundation and a shared vision.

- we are an organisation where people want to be involved, whether as a staff member, student or volunteer
- we attract and recruit highly skilled candidates who align with our organisational values
- our organisational culture and capability are reflected in high levels of staff wellbeing and retention

Capacity Building

We provide comprehensive and tailored learning and development opportunities, empowering and building the capacity of our people, resulting in clear pathways for career growth. We lead strategically informed organisational transformation and change management processes.

- we are recognised as a dynamic organisation with a strong reputation for developing and nurturing our people to achieve satisfaction in their work
- we recognise the importance of investing in growth and development opportunities at an individual, team and organisational level
- we recognise and enhance individual talent and aspirations through the provision of opportunities which supports succession planning

OUR COMMUNITY

Participants

We are committed to inclusive practices and services for all individuals, children and families including the following communities: First Nation, culturally and linguistically diverse backgrounds, lived experience of disability and LGBTIQ+. We continue to deliver a range of responsive and innovative programs to meet the diverse needs of our participants aligned with policy directions and informed by evidence based practice and research.

- we are recognised for our unique response to supporting a participant's journey at an individual and collective level which enables positive outcomes for whole of community wellbeing
- we are considered experts in the design and delivery of integrated and holistic approaches when working with individuals, couples, children, young people and families
- our work is participant centred, informed by best practice and underpinned by both sustainable impact and outcome

Partnerships

We prioritise the establishment and strengthening of collaborative partnerships that best equip us to collectively meet the needs of our community.

- we work collaboratively with all levels of government, other community services organisations and local businesses, to serve our community
- we have a comprehensive understanding of our key stakeholders and clearly communicate our value proposition and the benefit of our services to the community

OUR FUTURE

Growth and Sustainability

We will continue to diversify the range of services we provide and pursue a financially sustainable growth strategy which continues to support our people and our community.

- we continue to diversify our income streams to ensure financial stability and security
- we contribute to and influence the community services sector due to our development and implementation of innovative, evidence based service models
- we proactively pursue and create opportunities, internally and externally, that respond to gaps in service delivery for the community

Governance

Guided by our Vision and Purpose, we engage in ongoing critical reflection to improve our decision making and inform the mechanisms under which we operate.

- our governance and management structures, systems, policies, procedures and practice provides strategic and operational direction, ensures objectives are achieved, risks are managed and resources are used responsibly and with accountability

