

## OUR VISION

Our community is resilient and thriving.

## OUR MISSION

To provide tailored and diverse services that empower our community to live independent lives and make choices aligned to their aspirations and wellbeing goals.

## OUR PRIORITIES

Over the next three years, we will focus on 3 core priorities. These priorities will guide all our decision making and ensure we fulfil on our vision.



### Empowered Communities

Providing services that reflect changing community needs. Strengthening our ability to educate, support, empower and build capability for our community to self-advocate for their rights.



### Financial Diversification

Growing our services and diversify our revenue streams by leveraging our assets, innovating new service offerings and taking bold actions to explore new ways to support our clients.



### Capable and Ready

Ensuring we have the capability and capacity within our organisation to deliver high-quality services efficiently and effectively, ensuring that we are a preferred provider and employer of choice.

## OUR APPROACH IS TO...

Co-design with our clients

Reflect, revise and improve

Streamline systems and processes

Use our voice for good

Learn and share best practice



## Empowered Communities

Providing services that reflect changing community needs. Strengthening our ability to educate, support, empower and build capability for our community to self-advocate for their rights.

We will deliver this by:

- Reinforcing our client-centred approach based on evidence-based practice and quality, responsiveness and evolving services that cover all life stages.
- Working with the community and stakeholders to influence government policies and legislation to improve the provision of (and reduce the need for) community services. We seek to have our evidence-based policy recommendations translated into practice through our representations to government. This also includes building the capability of our clients to self-advocate.
- Developing and leveraging strategic partnerships, collaborations and relationships across our community, philanthropic entities, local businesses and corporates to ensure the best outcomes for clients and the broader community.

We will track our success by:

# number of stakeholders and community participation in forums, events or consultations

Improvements against the wellbeing index

Client satisfaction, qualitative studies and surveys



## Financial Diversification

Grow our services and diversify our revenue streams by leveraging our assets, innovating new service offerings and taking bold actions to explore new ways to support our clients.

We will deliver this by:

- Defending our existing funding streams by leveraging our scale, value proposition and evidence base.
- Building a financially resilient organisation through the identification, creation and optimisation of diverse income streams and investment opportunities i.e. social enterprises and leveraging existing strengths/assets

We will track our success by:

Sustainability ratios

# revenue streams

Sustainability of new revenue streams



## Capable and Ready

Ensuring we have the capability and capacity within our organisation to deliver high-quality services efficiently and effectively, ensuring that we are a preferred provider and employer of choice.

We will deliver this by:

- Building our capability and investment in our workforce to adapt to the changing needs of our clients and sector. We will also ensure our workforce represents our community by investing in a diverse workforce.
- Actively position ourselves with government, community and industry, leveraging our respected strengths and increasing our presence and visibility to clients (current & prospective), partners, funders and other players in the industry.
- Delivering value through streamlining processes, policies and systems to work better for our clients and our staff.

We will track our  
success by:

Staff survey  
results

Diversity in workforce

# Partnership or associations  
formed