

# 2021–26 Strategic Plan



**Our Purpose: To build on our community's strengths**

**Our Vision: To create a place where we all belong and thrive**

**Our Core Values: Integrity, Collaboration, Advocacy, Innovation, Adaptability**

## Our Strategic Directions

1. We will actively seek to fill service gaps by:

- Maintaining outreach as a prominent component of our service delivery
- Finding new ways to support the unique needs of isolated communities
- Partnering with preschools, schools and other child-related services to build the capacity of children and families and support them to live their best lives
- Delivering an age-appropriate play-based support service for children too young to benefit from traditional counselling
- Establishing a drop-in service that reinforces our position as the first port of call for diverse social support matters
- Delivering targeted services to men that inform, empower and encourage responsibility
- Learning from and working with Aboriginal communities to promote the inclusion of Aboriginal culture in the wider community
- Becoming a 'one stop shop' that streamlines service delivery

2. We will continuously improve our organisation by:

- Ensuring that our policies and procedures provide a safe framework for service delivery
- Implementing a rigorous risk management system across all areas of the business
- Using structured planning and evaluation processes for all of our programs and activities
- Embedding quality improvement and reflective practice techniques into our everyday work
- Investing in staff professional development and education
- Diversifying funding sources to achieve sustainability

3. We will support people and culture within and outside of the organisation by:

- Continuing to take a strength-based and trauma-informed approach to teamwork and service provision

- Ensuring we are known as an employer of choice
- Ensuring our Board is representative of our community and client base
- Working with community and stakeholders to adapt to local needs and changes
- Being a strong voice for the community
- Being an agent for social justice
- Maximising partnerships in the delivery of programs and services