

Strategic Plan

2020-2025

VISION

*Strong Women,
Strong Families,
Stronger Communities.*

MISSION

Working collaboratively to maximise opportunities for people to engage with integrated services that promote and support health and wellbeing.

VALUES

- Proactive** We engage with our community and actively seek out opportunities for improvements.
- Respect** We show consideration for all individuals by listening and seeking out different viewpoints and differences of opinion.
- Integrity** We show respect for our clients and partners by being open, truthful and honest in all of our business dealings.
- Diversity** We promote the inclusion of people, ideas, perspectives and cultures.
- Equity** We are committed to the rights and human dignity of all, and the value of all members of the community.

STRATEGIC FOCUS NO.1

CLIENTS

- Serving the community's needs.
- Continuously improving service quality.
- Adhering to Service Standards and compliance requirements.

STRATEGIC FOCUS NO. 2

OUR PEOPLE AND CULTURE

- Enhancing a professional, progressive, unified staff team.
- Representing diverse communities through the workforce; both staff and volunteers.

STRATEGIC FOCUS NO. 3

GROWTH

- Enriching and developing partnerships.
- Achieving financial growth to support sustainability.
- Capitalise/leverage opportunities to expand service delivery

STRATEGIC FOCUS NO. 4

BUSINESS MODEL

- Enhancing organisational governance
- Continuously improving business efficiency and effectiveness.
- Data driven decision making