

# Strategic Plan 2025



**vision** A profoundly inclusive Australia, a place where diversity enhances the lives of all.

**mission** To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging

**purpose** For everyone to 'feel at home'

**values** Belonging ● Respect ● Connection ● Excellence

## strategic pillars



Continuously improve and innovate our services to deliver the best experience and outcomes



Support our people to do their best possible work



Increase our impact by growing our services and partnering with others



Lead for a more inclusive community through advocacy, partnership and championing diversity

# strategic pillars

## Continuously improve and innovate our services to deliver the best experience and outcomes

We will partner with our clients, their families and community to design and deliver services that are of the highest quality, sustainable, evidence based and responsive to the needs of the community.

## Support our people to do their best possible work

We will prioritise the development of a learning culture to continuously improve the experience of our people.

## Increase our impact by growing our services and partnerships

We will reach more people by expanding our services and service partnerships in response to our community needs, feedback and evidence.

## Lead for a more inclusive community through advocacy, collaboration and championing diversity

We will be ambitious in our pursuit of inclusion by building purposeful collaborations, strengthening data and evidence, and empowering our community

### To do this we will:

- Put clients and their communities at the centre of everything we do
- Co-produce a Community Engagement Framework
- Implement a Quality Management System
- Develop an Impact Measurement Framework
- Develop and continuously improve our resources and programs
- Integrate and streamline our service model

### To do this we will:

- Invest in our people, their capability and growth
- Develop and implement an evidence based, culturally appropriate and safe Practice Framework
- Build our culture with shared values, expectations and behaviours, reinforced through strong leadership, communication and a focus on the wellbeing of our people
- Enhance our digital and operational infrastructure, systems and capability

### To do this we will:

- Embed community collaboration into service development and design
- Invest in systems and processes to support evidence based decision making and enable expansion at scale
- Actively seek partnerships with organisations that are strategically and values aligned
- Seek opportunities to grow and diversify income
- Assess our physical foot print to align with our future growth

### To do this we will:

- Connect with a network of community, government, university, alumni and industry partners to advocate inclusion, challenge barriers and showcase different perspectives and evidence
- Develop our brand as a recognised market leader in innovative and effective culturally safe services
- Amplify the voices of our community at every opportunity
- Implement an expanded volunteer program

# implementation overview

## RESET

Jun - Dec 2023

Review current state and set priorities

## RENEW

Jan - Dec 2024

Implement key foundational improvements to ensure firm platform for sustainability and growth

## REACH

Jan - Dec 2025

Focus on expansion, innovation and service development