

Our Ambition To expand our quality services and increase community access to support and opportunities.

Key areas where we make a difference

Deliver high-quality community services

As a leading provider of people-centred services we connect community members to services, resources and opportunities by:

- Working with community members to create access to our services
- Creating clear access between our services to improve the client experience
- Designing and delivering services that are informed by the community
- Analysing and using data to demonstrate our impact
- Working with and initiating community and service networks to improve their delivery outcomes
- Partnering to co-deliver services in place locally.

Grow community-led services and respond to changing needs

We adapt to community change and are a sustainable organisation of choice by:

- Undertaking community needs assessment to inform service planning and provision
- Establishing new partnerships to meet priority needs taking a holistic approach
- Maintaining effective channels for two-way linguistically and culturally appropriate communication with communities
- Providing additional support for children and families
- Advocating for women to ensure safety, culturally appropriate services, support and opportunities
- Acquiring new and diverse sources of funds through consumer directed services provision, government, business and/or philanthropic organisations.

Build organisational capability

Being well managed to enhance staff and volunteer capability, influence policy and systems change by:

- Having a diverse, skilled and outcomes focused Board
- Developing our reputation, legacy and financial security
- Strengthening the skills and knowledge of staff and volunteers to provide quality, inclusive and integrated support
- Working with the local Aboriginal and Torres Strait Islander community to implement our Reconciliation Action Plan
- Securing additional space for our programs
- Being a leading contributor to systems and policy change
- Enhancing our governance with a focus on clinical care, young people and emerging communities.

OUR VISION A strong, resilient and inclusive community that values people across all life-stages.

OUR PURPOSE To build connections between people and provide services that enhance quality of life.

OUR VALUES

Social Justice: We ensure fair and equal access to our information, services and resources.

Respect: We embrace the diversity of our community with dignity and compassion.

Integrity: We make decisions and take actions that are based on strong ethics.

Inclusion: We welcome, value and involve all members of the community.

Innovation: We actively seek new ways to improve service quality and access to opportunities.

OUR MOTTO Community Building Community.

How we measure success

- Consistent positive feedback showing improved client satisfaction in our services and activities.
- We have successfully transitioned aged services from July 2025.
- New areas of service delivery through direct service delivery and/or partnerships are established.
- We are financially secure.
- Community participation in our governance and planning processes by community leaders and representatives occurs.
- Increasing the level of staff and volunteer engagement.
- Our impact and value is understood, measured and articulated using consistently collected and comprehensive data.

