

Strategic Plan July 2020 – June 2023

Vision	Mission	Values
Strong, caring and resilient communities	A centre for support, information and empowerment of individuals, families and communities	<ul style="list-style-type: none"> • Integrity–Honesty and fairness in all we do • Respect–Compassion without judgement • Collaboration–Connections that add value

Objectives			
Responsive services delivering empowerment and sustained outcomes	Partner of choice for clients, funders and like-minded organisations	Skilled and compassionate people working in a welcoming environment with appropriate infrastructure	Good governance, sound financial performance and long term sustainability

Strategies			
Understand and align services to the needs of the community	Increase awareness and recognition of the Centre's capabilities and achievements in the promotion of funding	Ensure an appropriate organisational structure	Comply with contractual, policy and legislative requirements
Connect clients to programs that offer empowerment and sustained outcomes	Build and maintain strategic relationships/partnerships that progress our vision	Build and maintain a professional, compassionate and skilled workforce	Maintain skilled and engaged board
Provide a space and resources for community led activities	Maintain the Centre as the 'go-to' point for the community	Sustain a positive workplace with engaged people	Maintain and/or grow existing funding
		Create and maintain welcoming and safe spaces for the workforce and community	Grow the diversity and sustainability of income streams
		Build and sustain robust systems and resources to support service delivery	