

STRATEGIC PLAN 2021-2023



OUR VISION:

An inclusive community where people have access to the resources they need to meet the challenges of change and live fully.

OUR PURPOSE:

Resource people to live well.

OUR STRATEGIC INTENT:

SCALE OUR IMPACT

EMPOWER OUR CLIENTS + EMPOWER OUR PEOPLE + BUILD OUR SUSTAINABILITY = SCALE OUR IMPACT

HOW WILL WE ACHIEVE THIS ACROSS 2021-2023?
VIA OUR **THREE STRATEGIC IMPERATIVES:**

IMPERATIVE 01

CREATE EXPERIENCES THAT EMPOWER OUR CLIENTS

STRATEGIC OBJECTIVES

- We deliver a range of services *informed by insights from the lived experience of our community* that support clients' needs over time.
- We have expanded our reach and have *diversified our services*.
- Our voice is heard in public discourse, *advocating for our clients and community in matters that affect them*.

IMPERATIVE 02

EMPOWER OUR PEOPLE TO BE MORE EFFECTIVE

STRATEGIC OBJECTIVES

- Our people are *qualified, prepared and supported* for the work they do.
- Our work environment is *safe and respectful*.
- We are *personally responsible and mutually accountable* for our actions.

IMPERATIVE 03

BUILD OUR SUSTAINABILITY

STRATEGIC OBJECTIVES

- Our financial and business *processes are efficient and responsive*.
- We have *partnerships that resource our strategy*.
- Our governance and management systems *are aligned with our purpose and strategy*.