

## OUR VISION

Social justice and equity through access to rights and opportunity.

## OUR PURPOSE

Providing advocacy, education, information and advice that empowers people to thrive.

## OUR VALUES

We place value on:

- Collaboration
- Inclusion
- Compassion
- Excellence



## IMPACTFUL SERVICES

We deliver and partner with others to provide services that create positive and meaningful impact on people's lives.

- We will continue to put the voices and experiences of our clients at the centre of all we do.
- Our services will be adaptive and flexible to the needs of our clients.
- We will nurture strategic partnerships that add value to our services and build the collective will and resources to achieve our vision.
- Through developing a stakeholder engagement framework, we will ensure we have purposeful and consistent relationships with our partners.
- We will partner to develop programs to ensure our services are responsive and inclusive to the needs and trends of our community.
- We will understand the effectiveness, impact and value of our services supported by an outcome measurement framework.
- We will continue to grow our reputation as a well-known and trusted organisation in WA.
- We will continue to increase our network of referral partners to ensure clients access timely and meaningful services.
- We will be a trusted partner for government; recognised for our leadership and advocacy and valued for our high-quality services.



## WORKFORCE

Skilled, engaged, and well-supported staff deliver our purpose.

- The establishment of a learning and development framework will ensure our staff have the skills and support required to excel and continue to grow in their roles.
- We will develop an employee value proposition to attract and retain high calibre staff.
- We will continue to create a welcoming, diverse, inclusive, and compassionate workforce.
- We will continue to encourage and support innovative thinking across the organisation.
- Our wellbeing programs will demonstrate our commitment to a safe and mentally healthy workplace where all employees are encouraged and supported to thrive at work.
- We will recruit, support, and develop our capabilities and skills to ensure we are a diverse, high-performing workforce.
- Our organisational structure enables responsive, effective, and sustainable services.



## SUSTAINABILITY

Strong foundations in governance, financial performance and infrastructure supports our growth.

- We will consistently deliver funding contract and outcomes to a high-level through our responsive service offerings.
- We will advocate for contracts to be sustainable and fit for purpose.
- Our strategy for growth will be purposeful, aligned to our organisational vision and values, and guided by the unmet needs of our clients and community.
- Growth will be supported by a sustainable organisational structure.
- We will strengthen our financial sustainability through pursuing diversified revenue sources, long-term strategic partnerships, and increased support from funders and donors.
- We will continue to embed effective governance and strong financial practices and will actively identify and mitigate risks to our organisation.
- Our Board Directors and Leaders have the skills, experience and passion required to support the organisation and its staff to deliver its strategy.
- Our infrastructure will support our organisation to deliver our vision.