



COMMUNITY SERVICES #1

STRATEGIC PLAN 2019-2024





OUTCOMES FOR OUR COMMUNITIES 2019-2024

1. **CONNECTING AND CREATING COMMUNITIES**

Services take a person-centred approach and focus on building connections, solutions and self-determination for all ages. People feel they belong, are valued and respected in communities which support them to achieve their outcomes.

2. **INFORMED AND ENGAGED COMMUNITIES**

Individuals and communities have access to information, education and supports that empower them to have a strong voice, make informed decisions on issues that impact them, and participate in leadership opportunities advocating for their communities.

3. **EMPOWERING INDIVIDUAL CHOICE**

Individuals have access to services and supports that empower them to live the life they want.



CULTURE STATEMENT

Our corporate culture, practised by all Board members, staff and volunteers, contributes significantly to the satisfaction of our employees and our success as an Organisation. Our corporate culture defines the basic principles and values of our actions. It guarantees the success of our collaboration – both inward and outward.



- We uphold the highest standard of corporate governance, policies, procedures and transparency.
- We make decisions and advocate in the best interest and wellbeing of our people and the community we serve, using evidence and collaboration.
- We care about the growth and development of our people, our clients and our community.
- We pursue excellence through empowering, mentoring and consistent support of all.
- We promote feedback and communicate according to the principles of mutual respect, honesty and integrity.
- We praise, recognise and reward each other formally and informally.
- We build trust through open, honest and supportive communication. We stay true to our word.
- We value our people, our clients and our community.
- We are inclusive, celebrate our diverse backgrounds, and respect and appreciate the perspectives of others.
- We embrace creativity and innovation with passion and energy.
- We inspire fun in our everyday working life and know that humour and laughter are important for the soul.