



Strategic Plan

2023-2026

Vision

IMAGINING A FUTURE WHERE
A SAFETY NET IS NO LONGER NEEDED
IN OUR COMMUNITY

Our strategic plan for 2023-2026 establishes our organisation's key priorities and initiatives, which are designed to support our vision and mission while being consistent with our core values. To achieve these initiatives, we will develop annual operational plans that will outline the specific actions required. These operational plans will be aligned with our strategic priorities, ensuring that our efforts are coordinated and focused towards achieving our goals.

Mission

TO BUILD CONNECTIONS, STRENGTHEN THE
COMMUNITY AND FOSTER FUTURE WELL-BEING
BY PROVIDING ACCESSIBLE SUPPORT THAT IS
RESPONSIVE TO THE COMMUNITY'S NEEDS

Values

COMPASSION - INTEGRITY - RESPECT
INCLUSION - CONNECTION

Strategic Priorities



1. We will deliver services that are responsive to community needs

We will ensure that our services across the Northern Beaches are aligned with the community's needs. We will rely on evidence-based approaches to inform our decision-making and planning.



2. We will strengthen our organisational capability

We have a rock-solid foundation that positions us for success today and tomorrow. We're determined to build a sustainable and robust organisation that will enable us to meet the evolving needs of the community for years to come.



3. We will forge powerful partnerships, nurture existing ones and engage the community to drive transformative change

This will unite diverse perspectives, expertise and resources to drive transformative change. By nurturing and forging new connections, we unlock the collective potential to tackle complex challenges and achieve shared goals. By engaging the broader community, we create momentum, inspire action and support for positive change.





Priority 1

**Responsive to
community needs**

STRATEGIC INITIATIVES

Identify community needs and gaps

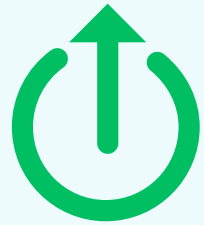
We will establish a clear understanding of community needs and identify where the gaps in service provision are so that we can inform the appropriate establishment of new services.

Expand our services where the community needs them

We will expand our proven services to meet community needs and actively seek out funding opportunities to support the expansion.

Launch new services to meet unmet needs

Where there is evidence of unmet needs, we will look to fill gaps to empower & support our community while staying true to our vision, mission and values.



Priority 2

Strengthen organisational capability

STRATEGIC INITIATIVES

Transform our financial future

Seek out and embrace diverse income streams to support our current service provision and fund the expansion of our services.

Strengthen our workplace culture

We will not just build a great workplace culture, we will foster a safe, fun, transformative, creative and innovative environment. Our team will be empowered to carry out their roles through access to the right tools and resources.

Elevate governance to new heights

We will strengthen our governance arrangements to ensure a transparent and structured approach that supports continuous improvement in quality.

Digital Transformation

We will leverage secure, effective technology to support our frontline staff to deliver quality and efficient service.

Focus on environmental sustainability

We will employ practices to minimise our environmental impact by reducing waste and carbon emissions.



Priority 3

Transformative change through powerful partnerships

STRATEGIC INITIATIVES

Establish new partnerships for progress

Forge new powerful, impactful partnerships that drive meaningful progress and transform the way we serve the community.

Strengthening existing relationships

Leverage the strengths of existing partners, seizing the opportunities to overcome funding and service delivery challenges.

Amplifying our presence

Enhance community awareness of our organisation to attract new partners, supporters and to ensure people know where to get support. By shining a light on the challenges facing our community, we can work together to influence lasting impact.