

# STRATEGY 2024-2027

## Our Mission & Values

We are called to continue Jesus' ministry in the Western Sydney and the Blue Mountains community by showing His compassion to all.

Inspired by his message, we offer special care for the most vulnerable, disadvantaged and marginalised members of our community, regardless of their beliefs, religion, gender, ethnicity, age or socio-economic circumstances.

We connect people and families to enable them to be supported and live a meaningful life with dignity, purpose, and peace.

Our vision and mission are supported by our core values, which underpin our activities and drive our commitment to providing high quality and compassionate social services through our facilities, programs and initiatives.

### CORE VALUES

- | GRATITUDE AND LOVE
- | AVAILABILITY
- | TRUST
- | ADVOCACY
- | PERSEVERANCE

## Our strategic directions

Our strategic directions are our priorities to achieve our mission and vision. Each strategic direction is underpinned by the **5 Ps**.

The 5 Ps outline how we will tangibly and successfully achieve our strategic directions.

1

### Participants

Engage with our clients and consumers.

Sharpen **focus on families** at risk, child education, improving mental health and wellbeing for isolated individuals and groups.

Assess client satisfaction and outcomes to inform continuous improvement.

2

### Programs

Deliver **focused and engaging** programs.

Deliver measurable benefits to **targeted client groups**.

**Target programs** to reach more people in a sustainable way.

Undertake **market research** to identify opportunities and develop plans.

3

### People

**Strengthen leadership and teams:** build capacity, resourcing and capabilities.

**Engage** closer with staff, partners, stakeholders and volunteers.

Involve staff in the delivery of strategic directions to create **ownership** and improve accountability.

**Assess skills** of staff and volunteers to identify immediate training and development needs and opportunities.

Engage with Diocesan staff to support our initiatives.

4

### Positioning

Build our **public brand** presence and reputation.

Be a recognised leader and **trusted provider** of social services.

Be a **trusted partner** with government, private and not-for-profit organisations, and forge stronger government relations for grants.

Deliver a **measurable and reportable** impact in the Diocese.

5

### Performance

Refine governance and **compliance processes** to meet deadlines.

Achieve **financial targets** for each year.

Review and enhance **organisational systems and processes** for effective case management.