



## **OUR 10 YEAR STRATEGY**

**IT ALL STARTS AT THE  
TABLE AT SACRED HEART MISSION.  
A SIMPLE MEAL IS THE FIRST  
STEP IN IMPROVING PEOPLE'S LIVES,  
AND EVERYONE IS WELCOME  
AT OUR TABLE.**

The dining hall is at our heart, with a whole range of other services wrapped around it that give people the support and opportunities to live stable and fulfilling lives. Whether it's women's services or aged care, crisis and long-term, supported accommodation, or counselling and health services, support is tailored to each person with respect and compassion.

For over 30 years we have been driven to assist the most disadvantaged Victorians to rebuild their lives. The deep pool of generosity from the wider community ensures we can continue to develop and innovate into the future, offering greater choices and access to integrated services so that everyone can successfully embark upon their own life journeys.





## OUR 10 YEAR STRATEGY



### DEVELOP THE SYSTEMS, EXTRACT THE STORY

WE WILL HAVE ROBUST ORGANISATIONAL AND OPERATIONAL SYSTEMS AND ASSOCIATED TECHNOLOGIES WHICH PROVIDE TIMELY, ACCURATE AND RELEVANT DATA, INFORMATION AND KNOWLEDGE



### ACTIVELY ENGAGE, WELCOME EVERYONE TO OUR TABLE

WE WILL ENSURE CLIENTS, CARERS AND FAMILIES HAVE ACCESS TO AN INTEGRATED RANGE OF RESPONSIVE, HIGH QUALITY SERVICES THAT ADDRESS THEIR PHYSICAL, PSYCHOSOCIAL, SPIRITUAL AND EMOTIONAL NEEDS.



### STRENGTHEN OUR FUTURE, DEVELOP OUR SERVICES

WE WILL GROW EXISTING SERVICES AND DEVELOP NEW RESPONSES, TO ENSURE CURRENT AND FUTURE CLIENTS, CARERS AND FAMILIES HAVE ACCESS TO SERVICES THAT MEET THEIR NEEDS.



### SECURE OUR FUTURE, STRENGTHEN OUR BOTTOM LINE

WE WILL BE A VIABLE AND SUSTAINABLE ORGANISATION.



### IMPROVE OUR PLACES, GROW OUR SPACES

WE WILL ENSURE STAFF AND VOLUNTEERS OPERATE FROM FIT FOR PURPOSE FACILITIES THAT ADOPT GREEN BUILDING DESIGN AND PRACTICES.



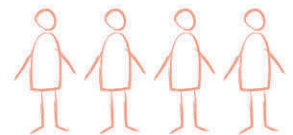
### SHARE OUR STORY, INSPIRE SUPPORT

WE WILL PORTRAY OUR VISION, MISSION AND VALUES, REPRESENTING WHO WE ARE, WHAT WE DO AND WHAT WE ACHIEVE.



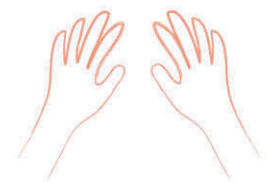
### ENGAGE COMMUNITY, BUILD COLLABORATION

WE WILL FOSTER RELATIONSHIPS THAT PROVIDE MEASURABLE VALUE, MUTUAL BENEFIT, AND ASSIST OUR WORK.



### DEVELOP OUR PEOPLE, STRENGTHEN OUR CULTURE

WE WILL INVEST IN THE SKILLS AND CAPABILITIES OF OUR PEOPLE.



### BUILD THE EVIDENCE, STRENGTHEN OUR PRACTICE

WE USE RESEARCH AND EVIDENCE-INFORMED PRACTICE TO INFORM AND STRENGTHEN OUR SERVICE MODEL.



### MEASURES OF SUCCESS

OUR IMPACT IS MEASURED AND REPORTED, WE KNOW WHAT HAPPENS TO CLIENTS, CARERS AND FAMILIES AS A RESULT OF OUR SERVICES AND THE DIFFERENCE WE MAKE. WE ARE ACCOUNTABLE FOR OUR SOCIAL VALUE AND TO MEASURE OUR SOCIAL RETURN ON INVESTMENT.