

### OUR VISION

An inclusive and fair society where people can live a fulfilling life.

### OUR PURPOSE

To end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

### OUR VALUES

- Welcome
- Community
- Kindness
- Integrity
- Courage

### GUIDING PRINCIPLES

- Lived experience voice
- Relationship-based practice
- Evidence informed decisions
- Human rights
- Catholic Social Teaching

## 1 Grow our services to meet need

- Expand and strengthen housing and homelessness services.
- Strengthen health and wellbeing responses.
- Expand services for older people.
- Expand women's support services.
- Reach new places and new communities.

### Strategic outcome

More people and more communities experience better housing, health, social and economic outcomes through access to safe and responsive services.

## 2 Influence fairer and more inclusive communities and service systems

- Embed lived experience voice.
- Boost advocacy and social policy.
- Enhance evidence and research.
- Uplift our brand and profile.
- Strengthen service excellence, quality and practice.

### Strategic outcome

Lived experience voice, practice and evidence drives policy, sector and service systems reform.

## 3 Partner for long term impact

- Joined up approach to service delivery.
- Strengthen engagement and allyship of First Nations communities and organisations.
- Deepen engagement with donors and supporters.
- Engage with governments to deliver and influence services.
- Collaborate with Catholic social services and parish networks.

### Strategic outcome

Our partners are inspired by shared purpose and commitment to long term impact.

## 4 Evolve our organisation to be future ready

- Invest in people and talent.
- Enhance employee experience, workplace resilience; diversity, equity and inclusion.
- Sustain robust governance.
- Elevate digital and data mindset.
- Grow revenue and financial sustainability.

### Strategic outcome

An engaged, agile and high performing organisation that is sustainable and resilient for the long term.