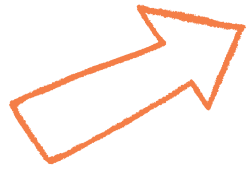


# OUR STRATEGIC PLAN | 2019–2022



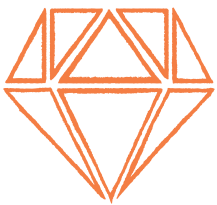
## Purpose

Communities@Work’s purpose is to be responsive to the needs of the community by delivering high quality services that support positive educational outcomes, assist in alleviating hardship, enhance the quality of life and lead to positive social change.



## Mission

To enrich the lives of people in our community in life changing ways.



## Values

### INTEGRITY

We uphold the highest standards of integrity in all our actions.

### RESPECT FOR ALL

We respect everyone, and value difference and diversity.

### PROGRESSIVE

We are adaptive and agile in pursuing the mission of Communities@Work, with a proactive approach to change and progress.

### QUALITY AND INNOVATION

We are committed to excellent service delivery, underpinned by continuous quality improvement.

### SUSTAINABILITY

We ensure our services are relevant and appropriate as we build our capacity for a sustainable future.



## Our Clients and Services

Expand our footprint with increased services that reach a wider section of the community.

Create positive social impact in our community and measure how social change has occurred.

We will participate in research and activities that guide the development and evaluation of programs to ensure our client journey is efficient, seamless, appropriate and positive.

We will focus on positive social change with ideas and actions that are driven by everyday life issues.

Feedback from clients indicates life changing outcomes have resulted from their interaction with our organisation.



## Our People

Attract, develop and retain people who contribute to the organisation’s exceptional culture.

Our people are engaged and passionate about what we do and those we serve and demonstrate exceptional practice.

We will develop a workforce strategy to help meet desired goals, maintain long-term success and prepare for the future of our workforce.

We will measure and improve our employee satisfaction and clearly demonstrate our values to staff and volunteers.

We have a high retention of employees and positive feedback from satisfaction surveys.



## Organisational Excellence

To secure a prudent and profitable financial base to adapt to market changes and reinvest to improve the lives of people in the community.

To exceed all standards set in the quality and regulatory frameworks that underpin our operations.

We will identify and pursue business and enterprise development opportunities and make sound financial decisions.

We will continue to roll out our internal audit process across the organisation.

We will engage and collaborate with the community, the sector and government to better serve the region and our clients.

We have made a positive contribution to the community and have evidence to demonstrate the impact.

### Our Strategic GOALS

### Strategies to ACHIEVE the Goals

### SUCCESS Measures