

# STRATEGIC PLAN

## 2021 - 2024

### Our Mission

CatholicCare listens and responds. We work together with local communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission, we seek to provide opportunities for people to realise their individual potential.

### Our Vision

We aim for inclusive, just and strong communities where all people feel safe, validated, and that their voice is heard. We nurture and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

### Our Strategic Themes

Our strategic direction is grounded in our mission to listen and respond. We have four intersecting themes that guide our focus for 2021 to 2024:



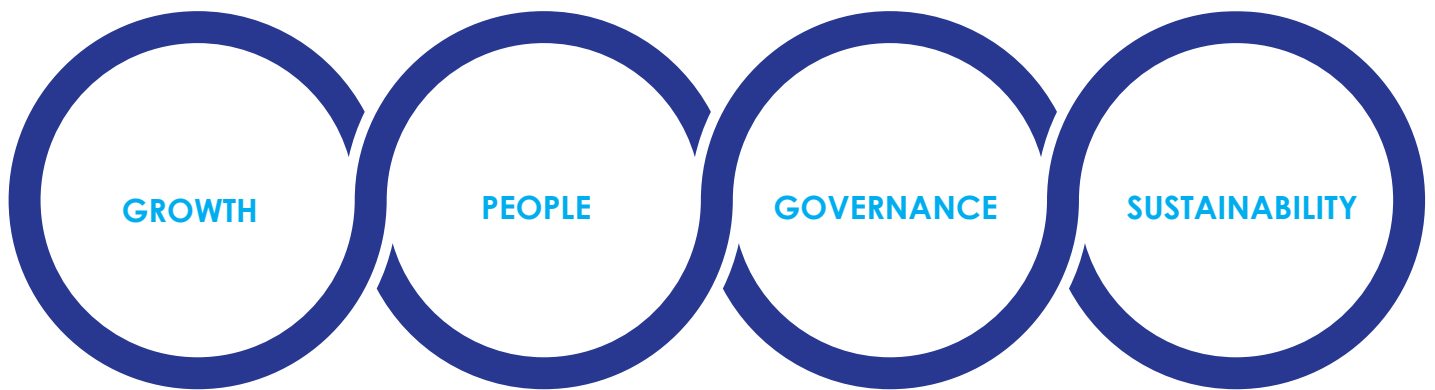
GROWTH

PEOPLE

GOVERNANCE

SUSTAINABILITY

# STRATEGIC PLAN 2021 - 2024



	GROWTH	PEOPLE
GOAL	<b>To provide more accessible and meaningful support to those who need it.</b>	<b>Creating a community of active and engaged people where each individual can thrive.</b>
PRIORITIES	<p>Creating and providing new services and capabilities that assist in enabling real change and transforming lives.</p> <p>Developing strong connections with those we serve and extending our programs of relevant grassroots activities.</p> <p>Increasing our impact by engaging and partnering with organisations able to amplify our work.</p> <p>Creating opportunities, embracing the benefits of change and fostering continuous improvement.</p>	<p>Developing and empowering our workforce to deliver on our strategic ambitions, and leadership to motivate success.</p> <p>Fostering a talented, high-performing and collaborative culture.</p> <p>Listening to, encouraging and celebrating our volunteers, their contributions and their insights to help inform our activities.</p> <p>Being the voice of those we represent in our communities, reflective of our culture, diversity and inclusivity.</p>
	GOVERNANCE	SUSTAINABILITY
GOAL	<b>An organisational culture held to account in making the best decisions for resilient long-term success.</b>	<b>Embedding an adaptable and resilient operating model to support our strategic ambitions.</b>
PRIORITIES	<p>Demonstrating regulatory and business excellence across operations.</p> <p>Leveraging evidence-based data to guide the best decisions for our clients and our services.</p> <p>Improving the efficiency and effectiveness of our processes and professional services.</p> <p>Demonstrating transparency and maintaining the confidence of our stakeholders to enable the continued good work of our organisation.</p>	<p>Delivering sound financial returns that enable us to support more people in need.</p> <p>Co-designing our programs to ensure they meet the needs of those who require support.</p> <p>Embracing practices that embed robust operational activities and aligning our resource allocation to our strategic themes.</p> <p>Deepening our commitment to our positive environmental principles and practices.</p>