

# Strategic Framework

COMMUNITY ACTION

Committed to Our Community



2021 - 2025



## Our Vision



## Our Mission



Community Action is a not-for-profit organisation with a vision for a socially and culturally safe, inclusive, thriving community that embraces diversity.

Our Mission is to work together with the community to provide services that are responsive to the needs of the community.

We achieve this by providing a diverse range of services including community housing, support services and accommodation for young people, support services and accommodation for women and children experiencing domestic and family violence, financial counselling and multicultural services.

## Our Values



### Respect and Compassion:

We respect the uniqueness and human rights of every individual with compassion as the basis of our service approach.

### Collaboration and Innovation:

We are creative and develop collaborative strategies and partnerships to provide quality services tailored to the needs of individuals and the community.

### Integrity and Accountability:

We are proud of the work we do and are an ethical and transparent organisation that accepts responsibility for our decisions, actions and outcomes.

### Equity and Diversity:

We are inclusive and celebrate difference and are committed to supporting and advocating for the equal rights of all individuals.

### Commitment and Investment:

We are committed to strengthening our community by providing services and investing financially through employment and prioritising local purchase of goods and services.



# Priority Area 1



## Service Delivery and Programs

Delivering person centred, flexible, responsive services underpinned by compassion to achieve effective outcomes for clients and community.

### Outcomes:

- Clear vision and shared values are integrated in operations.
- Creating meaningful change for clients and community.
- Exceptional standard of service at every access point.
- Dedicated staff who go above and beyond to meet client needs.
- Evidence-based, trauma-informed and person-centred approach.
- Individualised assistance to match client need.
- Valuing client's lived experience and honouring their role in making decisions that best meet their needs.
- Respecting and supporting culture, diversity and the rights of all people.
- Supporting the Uluru Statement from the Heart and the right of our First Nations people to self-determination.



# Priority Area 2



## Governance & Administration

Providing agile and rigorous governance and administration ensuring Community Action is a highly respected, leading service provider.

### Outcomes:

- Constitution and governance structure ensures provision of essential services to the community.
- Our Governance model enables strategic leadership.
- Strategic leadership is based on strong governance principles, policies and procedures.
- Compliance with relevant legislation, regulatory framework, best practice standards and contractual obligations.
- Compliance with Australian Charities and Not for Profits Commission Governance Standards.
- Certified Provider under the Human Service Quality Framework standards.
- Nationally recognised registered Community Housing Provider.
- Registered charity with deductible gift status.

## Priority Area 3



### Growth & Sustainability

Ensuring the organisation is a valued service provider and well positioned to attract funding by continuing to grow our resource and asset base.

#### Outcomes:

- Partner of choice for Government and other funding bodies.
- Brand recognition and community awareness.
- Diversifying revenue sources to support flexible, innovative service delivery.
- Services and programs are sustainable and respond to identified community needs.
- Developing and securing contracts for new services to address unmet need.
- Advocating for and seeking opportunities to increase social housing stock.

## Priority Area 4



### Workplace Culture and Values

Fostering a supportive workplace culture where staff have a sense of belonging, work collaboratively and thrive in their career of choice.

#### Outcomes:

- Recognising that our workforce is our greatest asset.
- Investing in human resources starting with recruitment to ensure we have the right people for the right job.
- Shared values are integrated into service approach.
- Flexible working conditions.
- Family friendly and promoting a healthy work-life balance.
- Continuing to invest in the learning and development opportunities to strengthen leadership and potential of all members of staff.
- Offering individualised development opportunities for staff.
- Supporting time out of the office for team building.
- Eliminating or minimising the risk of injury or illness.
- Staff satisfaction and low rate of staff turnover.
- Community action is an employer of choice.



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