

Strategic Plan 2018 - 2023

Our Vision: *A society where everyone has a home.*

Our Mission: *To end homelessness for people who need our help.*

Our Values: *Non-judgemental; respectful; professional; collaborative; compassionate; creative; and innovative.*

Our Strategic Priorities:

- **To prevent homelessness**
- **To provide the right support at the right time for those who become homeless**
- **To offer options and solutions to end homelessness**
- **To develop, support and invest in our staff and volunteers**

Our Aims:

Strategic Priority: To prevent homelessness

We will:

- *Provide advice, support and signposting to those at risk of homelessness;*
- *Provide better access to alternative accommodation;*
- *Create a greater public awareness of the causes and effects of homelessness as well as awareness of available support options;*
- *Promote increased public engagement in the work we do and services we provide; and*
- *Campaign to ensure that homelessness is a key priority in public policy.*

Strategic Priority: To provide the right support at the right time for those who become homeless

We will:

- *Listen to those affected by homelessness and tailor our services to meet their needs;*
- *Provide a welcoming, safe and comfortable environment for those who stay with us;*
- *Offer specialist client services;*
- *Care for and invest in our staff to ensure that they have the skills and resources to deliver a high-quality range of services; and*
- *Grow our volunteer team.*

Strategic Priority: To offer options and solutions to end homelessness

We will:

- *Provide help for people to find and keep their home;*
- *Offer new housing options, including move-on and permanent accommodation; and*
- *Increase the geographic spread of our services.*

Strategic Priority: To develop, support and invest in our staff and volunteers

We will:

- *Have a flexible, well trained and available workforce;*
- *Value and recognise the dedication of our staff and volunteers;*
- *Have an engaged and high-quality workforce; and*
- *Invest in the care and protection of those who work with us and for us.*