

# Strategic Plan

2009 – 2011



## Our Vision

Our vision is for an equitable society where the rights, dignity and worth of all individuals are recognised and promoted.

## Our Mission

In keeping with the Catholic Church's beliefs we are committed to:

- Providing high quality accessible services
- Empowering individuals, couples and families
- Promoting healthy, inclusive communities through relationships, partnerships and collaboration.

## Our Values

**Social Justice** - We recognise that each individual has a unique worth, the right to life, to general well-being, dignity and to participate in the life of society.

**Empowerment** - We promote the highest possible degree of autonomy and self-determination in individuals, families and communities.

**Equality** - We make our services available and accessible to all people, regardless of their beliefs and background.

**Collaboration** - We work with individuals, groups, and social agencies outside the Church on issues, policies and programs that are compatible with CatholicCare's Mission.

**Solidarity** - We work together and support each other to uphold CatholicCare's Values in pursuing CatholicCare's Mission.

**Spirituality** - We use a holistic approach to service provision that places importance on life's purpose and meaning, whilst building a sense of well being and inner peace for our clients.

**Excellence** - We aspire to the highest standard of service through leadership, commitment, innovation and continuous improvement whilst ensuring work competence of our employees.

**Respect** - We acknowledge and respect the unique needs and differences of our clients in the development and delivery of our services.

**Compassion** - We care, empathise and foster hope within our community.

## ***OUR SERVICES***

### ***Current Client & Community Services***

1. We have a more comprehensive understanding of the needs of and service delivery to our clients
2. We have maintained a focus on improving quality throughout the agency's work
3. We have achieved better communication between and integration across programs

### ***Future Client / Community Services***

4. We have improved community links & partnerships
5. We have expanded our service delivery to targeted NSW communities
6. We have refined & documented our strategic planning processes

## ***OUR PEOPLE***

### ***Staff & Volunteers***

7. We have greater staff involvement in and better communications about management decisions and activities
8. We are an employer of choice in the community sector
9. We have defined the unique contribution of volunteers across the agency

### ***Staff Training & Infrastructure Support***

10. We have ensured that service delivery is supported by efficient corporate processes & systems
11. All levels of staff have been educated in and use corporate processes effectively
12. We have staff skilled to meet the challenges of a changing social and technological environment

## ***OUR ORGANISATION***

### ***Mission***

13. We have a Mission & Values Statement that reflects the work of the Agency in a Catholic Archdiocesan context – with a preference for the most disadvantaged in our community
14. We have improved our identity and profile in the Community
15. Our spirituality and meaning engage us in the culture and implementation of our mission

### ***Quality Management & Leadership***

16. We have a better contract management focus by all staff
17. We have supportive processes for facilitating an “innovation & change culture”
18. We have new & appropriate structures to support the expansion of services in NSW
19. We have continued to work within a recognised quality management framework