

## OUR VISION

To create a better future for people experiencing complex disadvantage

## OUR PURPOSE

To provide a range of inclusive and innovative services, grounded in a person-centred approach

## OBJECTIVES



### Financial Sustainability

Improve the financial sustainability of the organisation through increase and diversification of funding and collaborations with allied organisations.



### Fit for Purpose Facility

Locate, secure funding and fit out a new Haymarket Centre.



### Drug Health Services

Grow our services and ensure the sustainability of our sector leading programs delivering end-to-end services.



### Housing Outcomes

Improve sustainable housing outcomes by increasing our service offering through wrap-around support. Advocating for access to permanent housing and holistic health services.



### Sustainable Organisation

Work to continuously improve internal operations and service delivery, while continuing to operate as an organisation with a reputation for excellence.



### Strong and Trusted Public Brand

Maintain a strong and trusted brand, recognised by peak bodies, external stakeholders and the wider public. Provide consistent marketing and awareness that champions human rights of people experiencing complex homelessness and harm related to Alcohol and Other Drug use.

## PEOPLE AND PARTNERS

Create **collaborations with allied organisations** to broaden service delivery

Work with **expert partners and contractors** to provide best practice approaches

Develop a **diverse staff and board** that reflect our community, and work continuously to improve operations and service delivery

## OUR VALUES – WE ARE:

Caring

Empathic

Adaptive

Innovative

Determined

Collaborative

Always Learning