



Anglicare
Southern Queensland
Support for the life you want

Anglicare Southern Queensland **Strategic Plan** 2018-2021

Our Vision, Purpose and Values

Our Vision

To create a more loving, just and inclusive society, reflecting the life and teachings of Christ.

Our Purpose

As part of the Anglican Church Southern Queensland, we walk alongside those in need offering compassionate care, support and counselling:

- *Advocating for the most vulnerable; and*
- *Seeking to transform lives through loving service.*

Our Values

Love – we demonstrate a purposeful commitment to treating all of humanity with compassion and kindness

Care – we exhibit generosity and helpfulness, especially toward the most vulnerable in our society and take personal responsibility in our work

Hope – we have enduring faith in the ability of all people to achieve a life of fulfilment and happiness

Humility – we work with humility and show gratitude for the privilege of being able to provide joyful service to our community

‘He has told you, what is good: and what does the Lord require of you but to do justice, and to love kindness, and to walk humbly with your God?’ (Micah 6:8, NSRV)

As a community service provider with more than 140 years’ experience, Anglicare Southern Queensland is proud to be recognised for our exceptional quality, inclusive and holistic services; delivering residential aged care, community aged care and retirement living, disability support, mental health and wellbeing, foster care, family wellbeing, spiritual and pastoral care and volunteer programs.

Love



Care



Hope



Humility



Our Strategic Intent

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Strategic Intent

Clients – positive outcomes for clients, families and communities

Advocacy – social justice for vulnerable people through advocacy and social policy change

Stewardship – sustainable advancement of our organisation through responsible management of resources and assets, and missionally aligned partnerships

Measures

- Client outcome measures
- Client engagement
- Engagement with change makers
- Client voice informing and influencing policy, program and service delivery
- Margin for mission



Our Key Enablers

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Key Enablers	We will	Through these actions
Services	Build confidence with clients as a provider of choice, demonstrated through an enhanced community profile and reputation, strong partnerships and sustainable growth	<ul style="list-style-type: none"> Effectively meeting new client service requirements Enhancing our community and industry reputation through improved client experiences Increasing our community profile through sustainable growth Enhancing our reputation through strategic alliances and partnerships
Workforce	Be an employer of choice supported by frameworks and systems which enable us to attract and retain a diverse, high-performing and capable workforce equipped to deliver for the future needs of our communities	<ul style="list-style-type: none"> Developing a highly capable and performing workforce Enhancing our capacity to attract and retain staff to meet future need Developing a more inclusive and culturally competent workforce
Governance	Improve risk management, governance and reporting frameworks and systems for decision making focussed on client outcomes and meeting stakeholder requirements	<ul style="list-style-type: none"> Informing decision making through effective stakeholder engagement and consultation Improving financial health and purposeful growth Effectively addressing advocacy priorities through enhanced organisational capacity Achieving transparent and responsive decision making through comprehensive reporting and analysis
Digital	Establish digitally agile systems which enable us to improve business performance, client outcomes and service efficiency	<ul style="list-style-type: none"> Achieving digital transformation supported by a robust information system and technology baseline Improving efficiency, reporting and capacity to enable a planned approach to our digital transformation Enabling staff to achieve improved efficiency, accessibility and client outcomes Effectively supporting client access to services that reduce social isolation
Evidence and Innovation	Build strength in evidence-based practice and innovation demonstrated by models of service based on research, and responsive quality improvement outcomes	<ul style="list-style-type: none"> Embedding a service culture driven by evidence, innovation and continuous quality improvement Ensuring clients receive care based on best practice Demonstrating our services are culturally responsive and inclusive Effectively measuring and reporting outcomes for clients, families and communities Enhancing capacity through partnerships and alliances