

# CHANGING LIVES, BUILDING COMMUNITIES

Our Strategic Plan 2021-2024

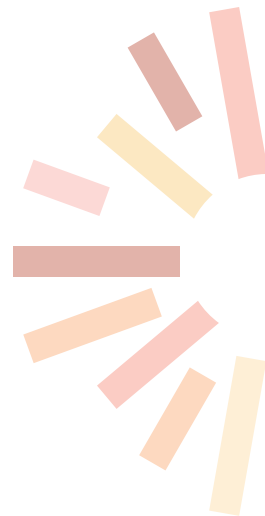


# WELCOME



Lutheran Care's 2021-2024 Strategic Plan sets out our path toward continued growth and excellence in our sector. It positions us to better serve and support the vulnerable people within our communities, with a key part of this being to focus more closely than ever before on our staff and volunteers. When they thrive, the good we can do as an organisation multiplies. Our eyes are firmly on the future with our plan to harness new technologies and expand our service offerings and footprint in innovative ways. But we remain true to the values upon which we were founded more than 50 years ago: God's love in action - care, compassion and social justice for all. As the sunburst of our logo represents: it's the dawn of a brand new day. A new starting point. An exciting time for us all. We look forward to Changing Lives, Building Communities, together.

*Rohan Feegrade, Chief Executive Officer*





**Mission:** God's love in action: care, compassion and social justice for all.

**Vision:** Working together to change lives and build caring, resilient communities.

***Changing Lives, Building Communities***





### **SOCIAL JUSTICE**

We believe that everybody has the right to access the opportunities, support and services they need to lead a safe and fulfilling life. We are actively dedicated to ensuring that our staff, volunteers and clients feel heard, respected and well represented. We champion equity and advocacy, and provide a voice for the voiceless.



### **COMPASSION**

We show compassion and empathy to our clients and each other. We don't judge people on their past decisions and always work to understand their situation – helping empower them to lead their best life. We are loving, supporting and respectful, always generous with our time, knowledge and efforts.



### **INCLUSION**

We are a warm, open organisation that welcomes and embraces people of all cultures, sexual orientations, gender identities, belief systems and circumstances. We value these differences and we believe we are united by a shared desire to lead positive lives and be a part of a strong, connected, supportive community where no one is left behind.



### **COMMITMENT**

We are loud and proud when it comes to driving innovation for our sector. Ready to challenge the conventional wisdom, unafraid to disrupt and eager to change things up, we are constantly exploring new, better ways to serve the changing needs of our clients and their families.





## Strategic Statement

Lutheran Care will pursue new and emerging opportunities to enhance our unique brand of service excellence to communities in South Australia and the Northern Territory. We will develop a best practice People and Culture framework which will continue our journey towards being an organisation of choice for both employees and volunteers. Lutheran Care will implement new technologies to drive organisational innovation and processes while identifying and securing opportunities to grow. Through this growth, we will retain our focus on the mitigation of funding risks and building our fiscal independence.

# STRATEGIC PILLARS

## EXCELLENCE IN SERVICE DELIVERY

We will explore and provide innovative ways to serve the changing needs of clients and communities through holistic, evidence-based services. Our focus will be to use the expertise of the organisation's engaged and dedicated team to increase community inclusion, early intervention and prevention services, building life skills and measuring outcomes from service delivery.

## PEOPLE AND WELLBEING

We will engage and inspire our workforce through investing in targeted training and professional development and celebrating success. Our focus will be on attracting and retaining a high performing workforce and developing responsive and flexible processes to support staff and volunteers to better serve our clients.





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## ENABLING TECHNOLOGY

We will refresh and develop our technology systems and processes to be agile, user friendly and to build our competitive advantage. Our focus will be to ensure that our staff, volunteers and clients are able to maximise IT capabilities and data information systems to improve client experience.

## FINANCIAL SUSTAINABILITY & GROWTH

We will develop and capitalise on new and emerging business, funding opportunities and forming strong partnerships. Our focus will be to invest in initiatives to build stronger competencies with our team, grow organisational size and capabilities to make the most of economies of scale.

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