





A future we believe in.

Where children get the best start in life and no-one lives in hardship.

Where everyone has the same access to services.

Where everyone can participate in society and is treated with respect.

Where communities have the resilience to come through times of crisis and disaster.

We believe that everyone has the right to live to their fullest potential.

But we know that there are times when individuals, families and communities find barriers in their way.

For those times, we will be there.

Providing access to the fundamentals in life – early years education, housing, a decent job.

Taking time to understand the needs of individuals and families, at a personal, local and community level, so that we can provide the support they need to build a better future.

Providing opportunity for growth for everyone connected with Uniting, whether consumer, employee, or volunteer.

Amplifying the voice of the people that we serve to correct the inequalities in our society and its systems.

Welcoming everyone, without judgement.



Our values.



Imaginative

We challenge convention, explore new possibilities and dare to dream for a better future.



Compassionate

We are nurturing, generous and thoughtful in our words and deeds.



Respectful

We act with honesty and integrity, and open our hearts to all people without exception.



Bold

We face injustice head on and stand up for what is right and true with confidence and strength.

Our purpose.

We work to inspire people, enliven communities and confront injustice.



Our foundation.

Christ invites us to serve humanity by creating an inclusive, connected and just world.



Our pathway to the future.



Uniting serves people experiencing vulnerability, marginalisation or disadvantage, so they can believe in a brighter future.

We acknowledge that there are groups who experience particularly entrenched causes of inequality and we will pay particular attention to their needs and aspirations – people living with disability, Aboriginal and Torres Strait Islanders, people who identify as LGBTIQ+, refugees and asylum seekers, people from culturally and linguistically diverse communities.

We are building an organisation that is:



Guided by our consumers so that what we do responds to the needs of individuals, families and communities.



Delivering **high quality, timely and responsive** programs and services.



Attracting and retaining a high-performing, values-driven workforce.



Staffed by **capable and innovative people** who are representative of communities we serve.



Partnering with others to extend the impact of our work, providing integrated services to consumers, advancing learning and research and bringing about social change.



A leading public voice that reflects our heritage and **advocates for social justice.**



Finding new ways to meet emerging need, innovate and grow.



Strong and resilient, through financial and environmental sustainability.

We are **consumer-centred** – with our consumers at the heart of all we do.

We **respond to the needs** of people and communities experiencing disadvantage.

We deliver **quality services** and deliver exceptional customer experience.

We provide a positive and productive environment for **people to thrive**.

We **invest in our workforce** so they are set up for the future.

We value lived experience and **diversity** in our workforce.

We embrace progressive and **innovative** approaches to working.

We **build partnerships** to deliver greater impact.

We amplify the voices of our consumers to **drive change** for a better future.

We have a **culture of excellence** focused on providing value for our consumers and our community.

We are a **sustainable organisation**, financially and environmentally.

Uniting improves its services, processes and systems Everyone connected with Uniting feels safe to be who they are and are comfortable contributing their lived experience. based on consumer feedback. Uniting staff welcome and connect with Uniting staff are proactive and check in on me after Laccess a service. everyone in a culturally appropriate way. Attract Quality and retain services Uniting staff are welcoming and listen Uniting staff deal with people with without judgement. compassion and respect. At Uniting people engage in creative Uniting services are easy to access Construet experience problem solving and come up with where and when needed. innovative solutions. Uniting is an employer of choice Uniting offers choices and options and place in which people want that meet consumer needs. to volunteer. Uniting partners with its Uniting staff deliver consistent consumers to co-design services. levels of service. Inspire people, enliven communities. Partnering and social impact confront injustice. Performance, sustain. Partnerships Uniting influences public debate Uniting responds to emerging Innovate and grow needs through innovation. on issues of social change. Consumers can access Uniting Uniting programs and services services in a consistent way are based on relevant evidence. over time. Uniting's partnerships are effective Uniting contributes positively and deliver shared value. to environmental sustainability. Revenue for services comes from different Uniting's advocacy efforts include Environmentally sources so Uniting has autonomy to act and elevate the voice of consumers. Research sustainable where the need is. Research done by Uniting reflects consumer Energy, water use and fleet are all managed in concerns and is part of the public debate on an issue. a way that reduces Uniting's carbon footprint. An individual gets the same level of service and is treated Uniting delivers sustained operating surpluses that provide the same wherever they start their involvement. growth in operating reserves