

Uniting Vic.Tas
Strategic Plan 2022-2025

Our strategic statement.



Uniting is the community services organisation
of the Uniting Church in Victoria and Tasmania.

Uniting

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.

**Inspire people,
enliven communities,
confront injustice.**

Uniting improves its services, processes and systems based on consumer feedback.

Uniting staff are proactive and check in on me after I access a service.

Uniting staff are welcoming and listen without judgement.

Uniting services are easy to access where and when needed.

Uniting offers choices and options that meet consumer needs.

Uniting partners with its consumers to co-design services.

Respond to need

Quality services

Consumer centred

Consumer experience

Everyone connected with Uniting feels safe to be who they are and are comfortable contributing their lived experience.

Uniting staff welcome and connect with everyone in a culturally appropriate way.

Uniting staff deal with people with compassion and respect.

At Uniting people engage in creative problem solving and come up with innovative solutions.

Uniting is an employer of choice and place in which people want to volunteer.

Uniting staff deliver consistent levels of service.

Attract and retain

Capable and values-driven

Innovative services

Our people

Uniting influences public debate on issues of social change.

Uniting programs and services are based on relevant evidence.

Uniting's partnerships are effective and deliver shared value.

Uniting's advocacy efforts include and elevate the voice of consumers.

Research done by Uniting reflects consumer concerns and is part of the public debate on an issue.

An individual gets the same level of service and is treated the same wherever they start their involvement.

Partnerships

Partnering and social impact

Social impact

Research

Performance, sustainability and growth

Innovate and grow

Financially sustainable

Environmentally sustainable

Uniting responds to emerging needs through innovation.

Consumers can access Uniting services in a consistent way over time.

Uniting contributes positively to environmental sustainability.

Revenue for services comes from different sources so Uniting has autonomy to act where the need is.

Energy, water use and fleet are all managed in a way that reduces Uniting's carbon footprint.

Uniting delivers sustained operating surpluses that provide growth in operating reserves