

Strategic Plan 2018-2025

In 2018 we launched our inaugural strategic plan, which paves the way forward for our organisation. Through these measures, we can build capability to ensure we are innovative, responsive and able to deliver on our purpose.

Our ambition is framed by two overriding objectives, ‘Changing lives and communities’ and ‘Changing how we work.’

This plan has emerged from a deep engagement with our consumers, staff, volunteers and stakeholders – it is our collective voice. It drives our vision and creates momentum to achieve our long-term goals.

Over the next few pages you can explore some highlights of the first year of activity.

Our ambitions

Rights and participation

Prioritising disadvantage

Best start in life

Safe families

Reducing harm from alcohol and other drugs

Changing disability and mental health provision

Working in partnership

Reconciliation and redress

Evidence and advocacy

Our goals

Safe, comprehensive and effective consumer-directed services that are valued by consumers

Place-based, integrated solutions that build on family and community strengths to tackle inequality

Organisational culture and practices that ensure we are just, effective, efficient and accountable

Building our capacity



Changing lives and communities



Changing how we work

Outcomes for the future

1 Life outcomes maximised

2 Inclusive, just, thriving and connected communities enabled

3 Injustice confronted and public policy influenced

4 Impactful and mutually beneficial partnerships supported

5 Sustainable organisation known for its strong identity, culture, capability and systems

Strategic Plan 2018/19 Highlights

1. Life outcomes maximised



Nearly 230 people with disability supported to access **meaningful employment**.



Over 32,600 **meals and food vouchers** accessed by over 11,600 people in crisis.



Over 2,700 **children nurtured** in our early learning services.



Nearly 2,500 older people supported to **live independently**.



Over 69,000 **crisis calls answered** at our Lifeline services in Melbourne and Ballarat.



Over 2,800 interactions with people at risk of homelessness to help **find stable accommodation**.



Nearly 199,000 hours of support to vulnerable children and their families to **create stability and healthy development**.



Over 3,000 **episodes of treatment** to support people experiencing the effects of alcohol and other drugs.

Strategic Plan 2018/19 Highlights

2. Inclusive, just, thriving and connected communities enabled



\$1.9M from the Victorian Government for the 101 St Kilda Engagement Hub to continue supporting people experiencing mental illness, homelessness or social isolation **feel connected to their community.**



Launched our Reflect **Reconciliation Action Plan** in March and held over 30 sessions to implement it in local communities.



Held our **Winter Breakfast event** to highlight the links between financial vulnerability, poor mental health and social isolation and how to address this.



Over 400 requests fulfilled through our Heritage Service to support former out-of-home care residents to **understand their past.**



Five Local Engagement Groups established with presbyteries and congregations to **build positive relationships** across Church and community.

Strategic Plan 2018/19 Highlights

3. Injustice confronted and public policy influenced

We worked with governments, communities and our sector partners to improve public policy and increase investment in public services to create real change for the people and communities we work alongside.



Changes to the Residential Tenancies Act to support **fairer, safer and more affordable housing.**



Both the Victorian and Tasmanian governments announced they will support young people in out-of-home care until 21 years of age. This is a significant breakthrough in **reducing young people's vulnerability** to homelessness, unemployment and interaction with the justice system.



Research carried out by Uniting highlighting the importance of **three-year-old kindergarten provision** as an election issue was provided to government to influence their decision.



Following lobbying from us and a number of partners across the community services sector, the Victorian Government announced **additional funding for community mental health services** and a Royal Commission into Victoria's mental health system.

Strategic Plan 2018/19 Highlights

4. Impactful and mutually beneficial partnerships supported



43 Memorandum of Understanding (MOUs) with congregations in place, providing **support for local communities**, making best use of Uniting and local congregational resources.



Partnered with community agencies, government, utilities, and financial service providers through our CareRing program to **support people experiencing financial difficulties**.



Endorsed partnership approach for Uniting Housing Australia and Uniting Vic.Tas to create more **social and affordable housing** in Victoria and Tasmania.



Commenced our partnership with Swinburne University to **strengthen community services and deliver better outcomes** for vulnerable people by engaging researchers to look at new ways to address poverty, deprivation and substance dependency.



Continued our partnership with Gandel Philanthropy to run the **Mother and Baby Residential Withdrawal Service**, which received the Excellence in Women's Health Award at the 2018 Victorian Public Healthcare Awards.

Strategic Plan 2018/19 Highlights

5. Sustainable organisation known for its strong identity, culture, capability and systems



Over 3,500 **consumers had their say** in how they want Uniting to engage with them.



100 sites migrated into a best-practice, Uniting ICT environment to provide **greater efficiency and improved collaboration** across the organisation.



Our commitment to best practice, quality, high performing systems and processes was recognised through the achievement of **accreditation in National Standards for Disability Services and Lifeline**.



Over 4,600 individual donors financially **supported unfunded or under-funded programs**.