

STRATEGIC PLAN 2018 - 2021

Vision

A compassionate, respectful and just community in which all people participate and flourish.

Mission

UnitingSA is an influential and vibrant organisation providing services to the community and empowering people.

Values

Respect *Compassion* *Courage* *Integrity*

Goals and Organisational Strategies

Goal 1 Partner with people to ensure inclusion, independence and wellbeing

- Create strategic partnerships and collaborate to develop solutions.
- Identify and strengthen services that add value for our customers.
- Speak out on matters of injustice and inequity.
- Build partnerships with, and support aspirations of, Aboriginal and Torres Strait Islander peoples.

Goal 2 Design and deliver customer oriented services and supports in aged care, housing and community services

- Implement the Aged Care Master Plan to revitalise and build aged care infrastructure to contemporary standards that meet and exceed consumer expectations.
- Offer a seamless continuum of care for older people and increase the number and range of in-home services.
- Develop and implement the Housing Action Plan.
- Continue to be a leading provider of community mental health services.
- Revitalise and increase our community housing portfolio.

Goal 3 Drive a dynamic and sustainable business

- Prepare the organisation for the future.
- Develop our business culture aligned with mission and values.
- Increase the number and range of viable and sustainable services and programs.