

## Operational Vision

Our innovative, person-centred models are widely recognised as best practice in breaking the cycle of poverty.

Our people thrive and support each other in building our sustainability and growing our influence to enhance the good work of the Society.

## Guiding Principle

Ensure that everyone coming into contact with the Society is better for it.



### Objective 1: Nurture, develop and grow our membership

#### Initiatives

1. Nurture our spirituality in action based on Catholic Social Teachings
2. Develop a Western Australian membership growth strategy
3. Enhance the State Councillor induction program



### Objective 2: Optimise the performance and well-being of our people

#### Initiatives

1. Expand the leadership development programs
2. Train and support members to appropriately address complex cases
3. Explore and implement relevant AI and digital solutions to lighten the burden of compliance, increase productivity and enhance the satisfaction of our people
4. Strengthen our values-based culture in respect of processes and compliance
5. Further develop and implement enhancements to the WHS framework to address workplace risks facing our people
6. Develop and implement a new People Plan



### Objective 3: Enhance the impact of our work and advocacy

#### Initiatives

1. Explore and implement new volunteering models
2. Continue to implement an Impact Program grounded in the Catholic Social Teachings
3. Seek to expand our funded service delivery models to create pathways out of homelessness
4. Grow our Support Centre program
5. Implement our Community Food Centre program
6. Working with quality data, continue to build our brand association with breaking the cycle of poverty
7. Encourage members to engage in advocacy
8. Explore and support the work we do with migrants and refugees and seek to expand it where appropriate



### Objective 4: Strengthen our sustainability

#### Initiatives

1. Evolve our business model to respond to a changing environment
2. Continue to invest in a range of income generating initiatives
3. Implement our Innovate Reconciliation Action Plan
4. Implement digital enhancements and cyber remediation solutions