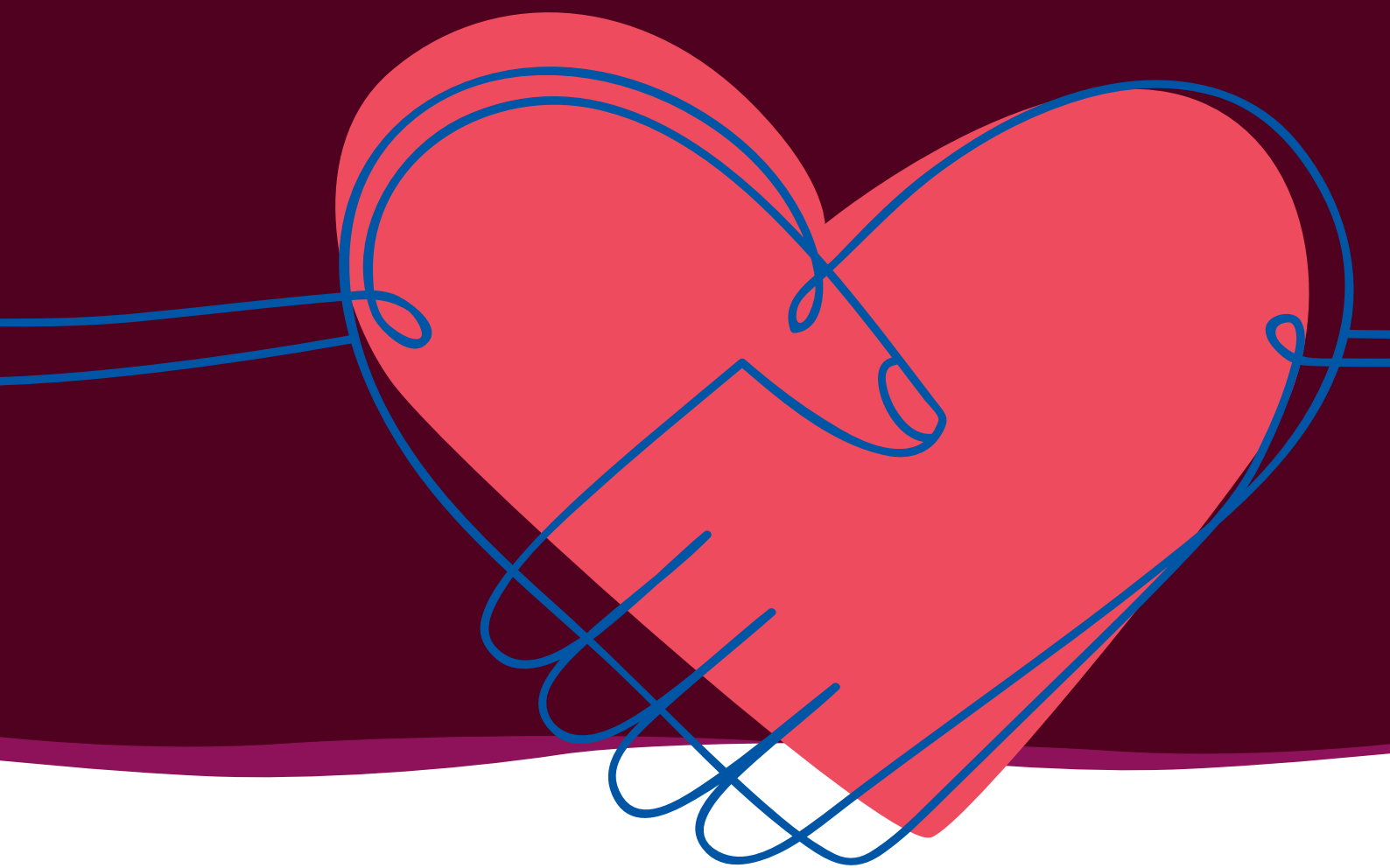


EMPOWERING VICTORIANS



GROUP STRATEGIC PLAN SUMMARY 2021-2024



St Vincent de Paul Society
VICTORIA
good works



VincentCare
Engage. Enable. Empower.

EMPOWERING VICTORIANS

Our plan – is for the next 3 years, and we recognise that it needs to be flexible enough to be adjusted if needs demand changes to our priorities.

Its main priority is to ensure that we are ready and prepared to better serve and look after those many people in the community who call on us for assistance, in so many ways.

It is underpinned by our mission and values, and emphasises the importance of retaining our lay Catholic heritage and commitment to developing the spirituality of members and volunteers.

STRATEGIC PRIORITY AREAS TO BE...

OUTCOMES FOCUSED



Strategic Goals

As an organisation...

Respond to the need for immediate assistance and enhance the work of conferences and other services, by creating initiatives that support people to achieve longer-term outcomes, by advocating for change and by a greater focus on the provision of social housing.

Objectives

We will achieve this by...

Person-centred improvements to our immediate and longer-term impact

- **Integrated delivery:** Design and implement an integrated service delivery model that enables our current services to work together in responding to immediate and long-term need through information sharing, referral and partnership across the group and with external partners.
- **Long-term outcomes:** Research and pilot ways to use a proportion of our resources in areas such as housing, employment and education to support people to build and improve their capacity to participate as fully as possible in society.
- **Measuring impact:** Create meaningful ways to measure the impact and outcomes of everything we do so that we more deeply understand people's needs and can continually improve our ability to address all types of poverty.
- **Influence:** Maximise our trusted brand through research to inform, design, and drive our advocacy which underpins our social justice aim to create a more equitable, just and compassionate society.

Preparing for the future

Outcomes

What does tomorrow look like if we achieve all of these things?

More Victorians:

- have access to the essentials of everyday life
- Are safely housed
- Feel socially connected
- Can more confidently participate in society

VALUES DRIVEN



Attract people with the right skills, who have aligned values and are committed to helping people. We provide a welcoming, supportive and safe place for everyone.

Valuing our people, culture and mission

- **Mission and spirituality:** Create meaningful opportunities for all of our people to engage with our lay Catholic traditions, our mission of living the Gospel message, and our aspiration to offer “a hand up” to people in need.
- **Sustainability of membership and volunteers:** Attract and retain increased numbers and greater diversity of members and volunteers and improve engagement through innovative participation methods.
- **Group identity and culture:** Work together to align our group identity and culture. This will enable us to be person-centred, values driven, embracing of diversity and bring up excellent and commercially smart.
- **Capability building:** Develop a workforce plan to improve our capability to deliver excellent services, including investment in leadership across the group.

OPERATIONALLY EXCELLENT



Improve how we work to enable ease of experience, access for people obtaining our services and ease of service delivery by our people.

Enhancing operational effectiveness and efficiency

- **Technology:** Invest in and adopt user-friendly technology, to improve the experience for people accessing our services and the efficiency of delivery by our people.
- **Improve efficiency:** Reduce overheads, realising efficiencies and cost savings through systems design and integration, process re-design and capability improvements so we can divert more funds to assistance.
- **Governance:** Invest in strong governance structures to bring up efficient as we can.
- **Environmental sustainability:** Do more of our work in a way that is environmentally friendly.

The experience of people receiving our services is improved.

COMMERCIALLY SMART



Excel at being commercially smart without moving away from our charitable roots. We maximise our strong, trusted brand and reputation to create greater opportunities for sustainable revenue generation.

Ensuring financial sustainability

- **Retail growth:** Development and execution of a retail strategy that expands our presence in the community and increases our available resources.
- **Fundraising growth:** Growing our donor base and our corporate partnerships to deliver greater support for our work.
- **New income streams:** Explore opportunities for new streams of income generation.
- **Government funding:** Attract additional government funding where opportunities align with our strategic goals.

More resources are available to assist more people who come to us for help.

Honouring our history and tradition, we look toward the future and plan how we will innovate to remain relevant and work in ways that best serve people in need. *{Innovate: Update, renew, modernise, revolutionise, transform, renovate, be flexible.}*

Across the group – members, volunteers and employees, are more engaged, diverse and connected to our values.



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