

Strategic Plan 2018 – 2021

Vision

To be a leader in gender specialist, innovative and evidence-based services for women with complex needs

Goal 1 To provide gender specialist quality services that are holistic, evidence-based and outcome focused	Goal 2 To inform people of who we are, what we do and why we do it	Goal 3 To be a sustainable organisation with diverse income streams	Goal 4 To ensure organisational capacity and capability to meet the needs of existing and future clients
Objectives 1.1 Strengthen and expand supports for areas of need e.g. children in our care 1.2 Continue to build gender specialist services in partnership with Everyman Australia 1.3 Develop and articulate the Toora models of care 1.4 Expand the range of therapeutic counselling services 1.5 Improve our collection and analysis of data 1.6 Work collaboratively with other service providers to maximise client outcomes 1.7 Improve how we measure client outcomes and impact	Objectives 2.1 Strengthen our brand as specialist domestic violence, homelessness and AOD health treatment providers 2.2 Have a communication strategy to convey the impact, outcomes and 'value adds' of our service 2.3 Continue to advocate for the needs of women and their children in wider forums	Objectives 3.1 Improve the strategic focus of our financial management systems 3.2 Continue to build our equity to meet the strategic needs of the organisation and reduce financial risk 3.3 Further develop community housing expertise and expand our housing stock 3.4 Further develop strong collaborations and alliances with other agencies to maximise efficiencies, funding opportunities and expertise 3.5 Be tender ready for service funding agreement renewals in the DV, homelessness and AOD fields 3.6 Seek alternative sources of funding	Objectives 4.1 Maintain accreditation, community housing registration and any other mandated quality requirements 4.2 Have a structured proactive approach to the current and future information technology needs of the organisation 4.3 Build and support a qualified employee base to meet strategic and operational demands 4.4 Attract and build the capacity of Indigenous staff to ensure culturally sensitive service delivery and professional development