



Strategic Plan 1 July 2023 - 1 July 2024

Vision

Our vision at Toora is a world where women, girls, non-binary and feminine identifying people live safely and securely without fear; where we are equal, respected and valued for our contributions to society.

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

Goal 5

A culturally informed and competent organisation

Objectives

- 1.1 Strengthen and expand supports for areas of need e.g. children in our care and First Nations women
- 1.2 Implement the Toora models of care
- 1.3 Expand the range of therapeutic counselling services
- 1.4 Improve our collection and analysis of data
- 1.5 Work collaboratively with other service providers to maximise client outcomes
- 1.6 Improve how we measure client outcomes and impact

Objectives

- 2.1 Promote our brand as a leader in gender specialist, innovative and evidence-based services for women with complex needs
- 2.2 Implement a communication strategy to convey the impact, outcomes and 'value adds' of our service
- 2.3 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 submission ready for engagement in Commissioning for service delivery
- 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 First Nations staff to ensure culturally sensitive service delivery and professional development

Objectives

- 5.1 Develop, in consultation with staff and client stakeholders, and implement the Toora Reconciliation Action Plan 2023-25 and the Toora Cultural Competence Framework
- 5.2 Develop and implement a Diversity and Inclusion strategy that gives consideration to all diversity groups, but in particular First Nations people, Culturally and Racially Marginalised (CARM), LGBTQI+ and people with disability