

OUR STRATEGIC PRIORITIES



Priority 1

To provide high-quality gender specialist services for parents, women, non-binary and feminine-identifying people and their families that are holistic, evidence-based and outcome-focused.

Priority 2

To have a strong internal identity and an unwavering brand as a trusted and accessible provider of gendered specialist services.

Priority 3

To be an inclusive and diverse organisation that is a provider of choice for parents, First Nations people, marginalised women, non-binary and feminine-identifying people and their families.

Priority 4

To be an organisation that sustains the capacity and capability to meet and continually grow towards our vision.

Priority 5

To be an effective and respectful advocate for our vision and purpose.

Priority 6

To ensure every child connected to our services is safe, seen, heard, and supported.

Goals

1.1: Our investment in research of and benchmarking against international and national practice see's client outcomes exceed that of the sector standard.

1.2: We influence models of care, service design within the sector and generate national interest.

1.3: Our investment in robust systems and data analysis informs organisation and sector change.

1.4: Increase our service offering to reduce the gap between demand and access.

Goals

2.1: Our people have a strong sense of identity and connection to our purpose and the vision we strive for.

2.2: We have a visible presence to those who need our services, those who can support our service and those who enable our service.

2.3: We are known as a trusted and easy to access service, the 'go to service' for parents, women, non-binary and feminine identifying people with complex needs.

Goals

3.1: Dedicated programs are established, informed and evaluated by the diverse communities we serve.

3.2: Our workforce strategy and recruitment practices actively seek to increase the diversity of our workforce to reflect the diversity of the community we serve.

3.3: Diversity and inclusion are at the centre of our decision making, work practices, alliances and partnerships through which we deliver our services.

Goals

4.1: Our workforce has, and continues to build on, the skills, capability, qualification, lived experience, tools and technology required to deliver quality services in accordance with our purpose.

4.2: Our governance framework informs decision making, communication flow and prudent regulatory compliance and risk management.

4.3: We exceed our legal and regulatory requirements and constantly scan the horizon for enhanced service and organisational performance opportunities.

4.4: Our financial management framework, diverse income streams, collaborations and alliances ensure we maximise the opportunities that provide for our vision.

4.5: We establish business structures/models that align to our vision.

Goals

5.1: We invest in research and resources to increase public awareness.

5.2: We are a trusted voice that informs policy and system level design.

5.3: We enhance our connections, reach and influence, enabling our vision.

Goals

6.1: Children are safe in all Toora environments.

6.2: We recognise when a child requires additional support.

6.3: We actively include children in case planning where appropriate.

6.4: We encourage children to express their views.

6.5: We provide child friendly, trauma-informed programs and environments that meet children's needs wherever possible.