



AnglicareNT

2022 - 2025 Strategic Plan

Our principles

Person-centred, strengths-based

We value people's stories and lived experiences and recognise their unique strengths and capabilities, putting these at the centre of our services. We acknowledge the impact of severe adversity and respond through trauma-informed practice.

Our people

We are a values-driven organisation and this shows in how we work together. We foster a culturally-safe, inclusive, flexible workplace, where each person is supported to reach their potential.

Social and ecological justice

We advocate for a fair society and ecological justice, upholding human rights and working for positive change on the issues that matter most to the people we work with and their communities.

Reconciliation

We acknowledge the harmful impacts of colonisation and elevate Aboriginal and Torres Strait Islander knowledge and perspectives in working together towards a just and reconciled future.

Culture and diversity

We celebrate people's cultural heritage and respect the practices and beliefs that shape each person. We are inclusive, culturally responsive and open to continuous learning and reflection.

Partnerships and community building

We collaborate with communities and organisations, working in partnership to enable local decision-making and community-led action. We support people to connect with each other, to build relationships and strong communities.

Our vision

A full life and social justice for all

Our values

Respect | Kindness | Hope | Fairness | Integrity

What we do

We work with people and their communities to understand priorities and achieve positive impact, so that:

- children, young people and families thrive, and are safe and connected.
- people flourish socially and emotionally.
- people have access to safe, appropriate and affordable housing, and pathways out of homelessness.
- older people are supported to live with dignity the lives that they want.
- people experiencing disability have the opportunity to fully participate in their community.
- people fulfil their right to self determination.

Impact

We work towards positive, sustainable and lasting change for people and their communities. We use evidence to inform service design, understanding our impact so we can innovate and improve in all that we do.

Accountability

We are transparent in our decisions, accountable for our processes and open to feedback, with strong governance practices to frame high quality service delivery.

Self determination

We recognise Aboriginal and Torres Strait Islander People's power to achieve desired social, cultural and economic aspirations. We commit to meaningful partnerships with Aboriginal Controlled Organisations, that build capacity and support long-term sustainability.

Our goals

Services

Establish a fully integrated, technology-enhanced service offering that is person-centred and responsive to community needs.

- Invest in **co-design** opportunities and strengthen **community feedback** so that services best **respond to community needs**.
- **Integrate services**, sharing our learnings within and beyond our organisation to support service delivery and system improvements.
- Embed **responses to domestic and family violence** into all of our services, putting the safety of children first.
- Incorporate **greater use of technology** in the provision of our services to improve client experience and outcomes.
- Identify opportunities to **grow** our services in response to **community need**.

Innovation and advocacy

Use research and evidence to identify areas of need, create innovative responses, measure impact and realise change.

- **Strengthen evidence-based practice** through program data collection and analysis, outcomes measurement and evaluation across all programs, seeking alignment, where appropriate, with shared frameworks.
- Invest in contemporary **data collection and management systems**.
- Use research and evidence to **identify community-level needs and service gaps** and respond to these through service model design and advocacy.
- **Identify alternative funding, joint venture and business initiatives** to support the development of targeted responses to identified community-level needs.
- **Invest in our advocacy capacity** to strengthen our voice in community.

Partnerships

Engage in trusted, genuine partnership and capacity building.

- **Consolidate our Partnership Support Service offering**, including through documenting the elements of our capacity-building support and our methodology.
- Identify opportunities to **strengthen** existing partnerships, **build** new partnerships, and **evaluate** our partnerships.
- Advocate for **government or third party investment** in identified partnership opportunities to achieve more sustainable outcomes.
- Promote a **collaborative approach to tendering and service delivery**, and when partnering with Aboriginal Controlled Organisations, supporting them to take the lead.

People

Build on the strength of our staff, grow skilled and diverse leaders, elevate Aboriginal voices and increase lived experience perspectives.

- **Strengthen staff wellbeing** and explore ways to improve organisational response in this area.
- Increase **participation and employment outcomes** for **Aboriginal and Torres Strait Islander Peoples** at all levels of the organisation.
- Incorporate the **perspectives of people with lived experience** at management and governance levels.
- Increase investment in the **training and development of all staff**, with a focus on leadership development and pathways in both urban, regional and remote offices.

Our foundations

Anglicare NT is a local organisation providing responsive services and targeted advocacy for the people of the Northern Territory and their diverse communities.

We are a separately incorporated agency of the Anglican Diocese of the NT. *Jesus said, "I have come that you may have life, and have it in all its fullness" (John 10:10)*

We acknowledge and celebrate the Traditional Custodians and Owners of this country and we pay our respects to Elders past and present.