



VincentCare  
Victoria

*Strategic Directions  
2015-2018*

*Key Strategies*

VincentCare's *Strategic Directions 2012-2015* focused on the provision of a continuum of services that most effectively met the needs of people experiencing or at risk of homelessness.

*Strategic Directions 2015-18*, builds on the work of our previous strategic plan through a focus on six key outcome areas. While continuing to centre on the needs of our core client group, *Strategic Directions 2015-2018* focuses on sustainability, sound governance, leadership, a skilled workforce and targeted and effective partnerships.

1

## Delivery of effective client outcomes

Continue to focus on our core client cohort; while strengthening partnerships to ensure that all clients can access the supports they need

Ensure the aspirations of clients shape services

Shift focus from delivering services to helping people transform their lives

Ensure our services are appropriately targeted to those who are most in need

Deepen organisational knowledge to inform service responses in order to achieve effective client outcomes

2

## Viable and sustainable organisation

A strong foundation for future growth, the development of sound infrastructure, industry leading service design and a recognisable brand

Maintain and grow diverse income streams.

Develop our infrastructure based on service design and client demand

Be an influential advocate for VincentCare clients

3

## Embedded governance and accountability structures

Effective, transparent and informed management structures, organisational processes and decision making

Maintain clarity surrounding the Board's role, responsibilities and composition

Ensure the Board has in place effective processes to envision the future for VincentCare

Invest in systems and frameworks that ensure adequate controls of internal and external reporting processes.

Create a culture that promotes integrity and accountability





**OUTCOME  
FOCUS**

4

Competent  
and innovative  
leadership

5

A productive  
and engaged  
workforce

6

Valuable  
stakeholder  
relationships

**STRATEGIES**

At all levels of the organisation, leadership and ownership are aligned with VincentCare's values

Articulate and promote leadership within VincentCare

Engage external stakeholders in the development and enhancement of the VincentCare Leadership Outcome

Define and develop leadership success pathways

Define and develop the Value of Leadership Action Learning Program

A skilled and empowered workforce, comprised of people whose values are aligned to VincentCare, each with opportunities to develop

Embed workforce planning

Enhance attraction, engagement and retention

VincentCare as a sector leader and key government influence; with mutually beneficial, targeted and effective partnerships

Identify, prioritise and engage relevant stakeholders using objective measurements and clear delegations of authority

Enhance VincentCare's Stakeholder Management Framework

Promote an integrated and strengthened relationship between VincentCare and SVDP Society



## Our Mandate

VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians

## Our Aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage

## Our Purpose

To create opportunities and lasting change for the most marginalised

## Our Motto

People, Place, Purpose

## Our Values

- ♦ Courage
- ♦ Leadership
- ♦ Accountability
- ♦ Compassion
- ♦ Excellence
- ♦ Dignity

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