

# 2023-2028 Strategic Plan

## Vision

Financial Fairness For All

## Mission

We engage, inform, support, and advocate to achieve financial fairness for all.

#### Values

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

- Integrity
  - Our practices are professional, ethical, and human centered
- Inclusion
  - We seek to provide culturally appropriate and accessible services to all people in our community
- Diversity
  - We value and foster a diverse workforce and design services to reach a diverse target group
- Respect
  - $\circ~$  We are respectful and work with compassion and empathy to support the people we work for and with

#### What we do

Our programs support people in our community who are experiencing financial challenges, We will ensure our programs meet their needs by:



 Providing free and confidential information, advice, support and advocacy



• Pursuing systemic change to achieve financial fairness



 Improving access to our service



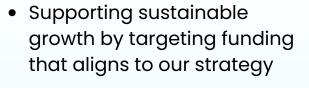
 Strengthening collaboration between our programs and with the broader community

### How we do it

Staff are central to the work we do. We are committed to supporting our people by:



- Maintaining and fostering a positive workplace and developing organisational capability





 Developing and utilising systems, processes and evaluation mechanisms to improve services and meet privacy obligations