

# OUR STRATEGIC PLAN

## LEADERSHIP

We inspire community wide solutions through collaborative leadership

To lead contemporary service design and delivery

Develop a leadership culture that systematically plans, implements and reviews the effectiveness and efficiencies of MSS operations and services

Develop leaders that are responsive and adaptable to the changing external environment

Our leaders are committed to leading an integrated organisation that focuses on contemporary and effective solutions

Develop a transparent reporting process that visibly communicates to all stakeholders of our service outcomes

## EMPLOYER OF CHOICE

Develop an effective workforce development plan

Foster an environment where staff are valued and respected

Build a workforce that acts with passion and integrity

Being the first choice organisation for volunteers

Offering innovative points of difference that attract, retain and invest in the best people

Staff are supported to understand and align their practice with MSS values

## SERVICE EXCELLENCE

Improve our capability to measure the quality of client outcomes

Strengthen our community profile

Invest in a client management system that drives service excellence

Empower clients through increased choice and control

Provide quality evidenced based practice in all program areas

## SUSTAINABILITY

Increase our financial viability through diverse income generation

Develop a viable and equitable price structure for all service offerings

Adopt a strategy of growth that meets the vision and mission of MSS

Build our internal organisational capacity through the adoption of effective and efficient business systems and processes

Adopt an environmentally responsible operation strategy

## COLLABORATION

Develop and maintain strategic partnerships with cultural, community and business partners

Become a partner of choice through our transparent and equitable approach to partnering

Be culturally responsible

## OUR MISSION

To enhance the quality of people's lives by providing services which enable them to live with dignity and respect.

## OUR VISION

For our communities to be resilient and self-sustaining, where everyone feels connected and empowered to achieve their full potential.