

OUR GOALS AND AIMS

1. **Be a leader in person-centred care and services.**
 - a) Our services make a positive difference in people's lives.
 - b) Organise, facilitate, or support a community wide survey of the needs of our community that are not met or inadequately met.
 - c) Develop or support or pilot new services that meet our strategic goals.
 - d) People have a positive experience when receiving our services.
 - e) Our services are provided in a safe manner for our clients.

2. **Deliver better value, client focused services.**
 - a) Improve our understanding of customer expectations and position our Aged, Community and Family Services for preferred choice of service provider.
 - b) Investigate support for housing for the disadvantaged and homeless.
 - c) Create opportunities to improve service delivery through partnerships.
 - d) Expand services through additional assets.
 - e) Grow our Family Support Services.
 - f) Build an outcome focused performance culture.

3. **Strengthen our connection and communication with the community.**
 - a) Increase our investment in client and core business technologies.
 - b) Communicate and engage regularly with stakeholders through various media.
 - c) Ensure MSS is an active participant in community activities.
 - d) Grow MSS membership.
 - e) Increase our presence across the area we serve.

4. **Sustain and improve the financial performance of our business.**
 - a) Understand our costs, realise business efficiencies, and improve productivity.
 - b) Increase revenue streams to maximise services.
 - c) Improve financial sustainability through asset growth.
 - d) Ensure funds are available for sustainability and growth with a positive cash flow.

5. **Improve our business development and competitive capability.**
 - a) Identify, evaluate, and implement merger, acquisitions, and partnership opportunities that meet our strategic goals.
 - b) Position our brand for competitive advantage.
 - c) Meet our funding obligations.

- 6. Build a workforce that is capable and works safely.**
 - a) Establish flexible workforce arrangements that improve productivity and are responsive to changing service demands.
 - b) Invest in workforce and leadership capability that drives individual and business performance at all levels and supports creativity and innovation.
 - c) Identify and market our strengths, so we are the employer of choice for staff and volunteers.
 - d) Build an outcome focused performance culture.
 - e) Our services are provided in a safe manner.
 - f) Create a workplace in which work life balance is established and maintained.
 - g) Maintain continuity of service and management.

- 7. Sustain and enhance a culture and practices that bring out the best in our people.**
 - a) Develop a framework that enables success in the organisation and its governance.
 - b) Ensure Delegations of Authority deliver timely decision making, support balanced risk taking, and drive effective implementation.
 - c) Improve our environmental sustainability.
 - d) Develop a Reconciliation Action Plan.
 - e) Develop a Cultural and Diversity Awareness Plan.
 - f) Through communications be efficient and professional in delivering our services seamlessly.

- 8. The technology effectively supports and improves our services**
 - a) Use the best technology to facilitate our business operations.
 - b) Ensure data is secure.
 - c) Improve our data capture, management, and analysis to drive timely, evidenced based decision making.

- 9. A Board of Directors to lead through transparency, inclusive management and integrity.**
 - a) Board to ensure due diligence, good governance, and compliance with relevant Australian Standards and ACNC requirements.
 - b) Board to ensure all probity matters are adhered to, to ensure all funds acquired are accurately monitored and brought to account.
 - c) Maintain responsible financial management
 - d) Make available regular training opportunities for all Board members.
 - e) Board members to engage with management.
 - f) Be transparent to all our stakeholders.
 - g) Maintain continuity of service and governance.
 - h) Advocate for a Board of Directors that represents the community we serve.