

# UnitingCare Australia Strategic Priorities 2017-2020

### Our vision

All people thrive in a healed and reconciled world

### Our purpose

We give voice to the Uniting Church's commitment to social justice through advocacy and by strengthening community service provision

### Our values

- Hope
- Respect
- Justice
- Compassion
- Integrity
- Innovation

### Our drivers for change

Australia is undergoing significant social, demographic, economic and environmental change, and not everyone has the same access to a decent life. Our nation has not embedded respect and acknowledgement of our First Peoples in our culture and instruments of state. Inequality is widening and marginalised groups are missing out on many opportunities offered by a rapidly changing world.

Service providers will increasingly need to demonstrate their value to consumers, investors and donors. In particular, consumers will be empowered to have choice and control, and will interact with service providers in new ways, supported by the innovative use of technology.

We understand our role in facilitating the effective use of limited resources across a federated system, maximising the benefits of shared experience. To address these drivers and express our faith foundations, we will focus on five strategic priorities.

### Our principles

Our work is guided by the following principles:

- all people in Australia are to be treated justly, accorded dignity and have their basic rights protected
- Australian society must be guided by a commitment to justice and full participation by its citizens across all domains of life, recognising those most disadvantaged and marginalised and the unique place of our First Peoples
- decision making on national policy must operate in a truly democratic way involving and empowering the greatest number of people through working cooperatively and ecumenically, and
- the Church, as part of society, must devote itself to worship, witness and service to give greater expression to God's love for the world and the Church as a loving agency that cares and works together for justice.

### **Strategic Priority Area 1. A just and fair society**

- Articulate a positive vision for the future of our country that promotes inclusion and allows full participation for all people across all domains of life.
- Speak with a united and direct voice to government and the community seeking social justice through partnership and collaboration.
- Have clear priorities for advocacy including ageing, income support, housing, children's wellbeing and protection, social inclusion, disability and mental health.
- Tackle the emerging and structural changes sweeping our world.
- Share the stories of those we serve across the Church and the community.

### **Strategic Priority Area 2. Accessible and effective service systems for all**

- Challenge policies that promote exclusion and ineligibility in community services.
- Articulate the value of not-for-profit and faith-based services.
- Promote access to quality supports and services in all communities.
- Listen to our diverse clients and network and using that information to improve outcomes and government services.
- Engage with government and others in trialling new ways of sustainable service design and delivery and new investment approaches.

### **Strategic Priority Area 3. Action informed by sound evidence, research and innovation**

- Create an evidence base for quality practice and effective data collection.
- Share this evidence with the community and decision makers to reinforce our advocacy and to inform service design and delivery.
- Encourage innovation in service delivery and sharing learnings from other organisations and partners to find creative solutions for our diverse community.
- Broaden our evidence base by engaging with partners and key thought leaders in our community.
- Challenge harmful orthodoxies and implement programs and policies which support safety and best practice for all clients across our services.

### **Strategic Priority Area 4. Uniting together**

- Share the faith motivations for our actions within the Church and the wider community.
- Build a strong, unified national identity.
- Develop strong partnerships with the Uniting Aboriginal and Islander Christian Congress and other First Peoples organisations.
- Find ways to bring the church and our diverse community together in justice and action.
- Build sound working relationships with other faith agencies and Churches.
- Promote collaboration within the network.

### **Strategic Priority Area 5. Strong leaders, good stewards**

- Our team will have the right skills to work effectively together to achieve our goals.
- Facilitate the sharing of the expertise that resides throughout our network.
- Build a strong governance structure to guide the work of UnitingCare Australia.
- Develop and lead opportunities for national appeals and capacity and identity building.
- Be responsible and accountable stewards of the resources entrusted to us.