

Our vision

Realise the potential in everyone
Healthy lives, relationships and communities



Our purpose

To empower people through life changing services, wraparound support, and pathways.

**Our strategy
2022 - 2025**

Our areas of focus

We exist for individuals and families (primarily in the south east of Melbourne) in crisis seeking to break free from disadvantage, address challenges and realise opportunities for healthier lives, stronger relationships, and positive participation in their community.



Alcohol and other drug treatment and mental health



Youth and family services, including family violence



Education, engagement and employment support

Our outcomes

Our aspirations for the next three years

For the communities we serve we want

1. Demonstrable outcomes
that directly address challenges and realise opportunities for our clients; that increase awareness and access to our services; and that provide evidence of the impact we make.

For our organisation we want to be

2. Stronger at scale
enabling us to grow our size, footprint, and reach; influence funders and systems; and strengthen and support our team.

Our strategic focusses

The areas we are focussed on to deliver on our aspirations

1.1 Integrated service and system
that means our wraparound service model is helping our clients achieve their goals. That means we have in place process, practice and culture that creates pathways and helps our clients navigate within our services and beyond our own doors.

2.1 Growing and resilient organisation
that means we can invest in resources for long-term sustainability. That means we can reach more clients and can think longer term with our funding and choices.

1.2 Measurable impact
that means we have the framework, processes, and culture to capture and translate data on how and where we make a difference. That means we can understand our existing strengths and where we need to focus. That means we are always putting our clients' outcomes at the centre of what we do.

2.2 Recognition and relationships
that means our brand is known and understood within our community and sector. That means we can develop and maintain high value relationships that help our clients and support our business model. That means we have the position to positively influence funding decisions that strengthen TaskForce and benefit our clients.

1.3 Access and engagement
that means more of our diverse community can reach us, in the times and the way they need us. That means our clients, community and partners understand and can realise the value we offer.

2.3 Resourced, supported and prepared
that means we have the workforce capacity to meet demand. That means we have the systems and processes in place to deliver what we need. That means we are continually investing in the experience and capabilities of our staff to respond to the needs of our clients and community.

Our principles

The practices and thinking embedded into everything we do

We are **client-centred** | The voice and lived experience of participants guides our work, practice, and approach

We are **inclusive** | We celebrate diversity and welcome everyone into our service, continually striving for equity in access.

We are a **wraparound service** | We look beyond the one area of need, supporting participants throughout their journeys.

We always **work together** | We recognise that we can't act alone and know collaboration internally and externally is critical to success

Our values

The behaviours we demonstrate and the way we work

We **start with care** | We are here to meet participants where they are at, to support, empower and respect them and each other in the work we do. We commit to behaviours that demonstrate our care and compassion, bringing out the best in everyone in every interaction.

We **always listen** | We are here to listen, to think of the whole of a person in every connection. We commit to listening, learning, responding, and adapting to the needs of our clients, our staff, and our partners.

We are **non-judgmental** | We are here to help everyone belong; to realise their potential. We commit to supporting every person who walks through our doors or engages our services without judgment.

We are **continuously learning** | We are here to learn, innovate and bring the highest quality of service to our participants. We commit to seeking out and sharing knowledge within and beyond our sector and from our communities, not standing still in our models of care and program offers.