

# Strategic Plan

## 2022-2025



### Purpose Statement

Supporting diverse communities & individuals to reach their potential

### Mission

Delivering culturally accessible & relevant services

### Tag Line

Challenging Boundaries Together

### Value Statements

**Respect** - We respect the rights of all people to be different, regardless of how they identify. We believe in a support culture where we defend the right for people to have their own opinions and we trust and dignify each other in an honest and humble way.

**Professionalism** - We will conduct all business transactions with honesty and to a high professional standard. We are accountable to our peers, clients, funding bodies, and the organisation.

**Quality** - We agree to build, maintain and adhere to quality standards by providing both internal and external services, systems and processes of excellence.

**Commitment** - We are committed to making a positive impact in the lives of diverse consumers and communities. We take initiative and responsibility in providing support and advocacy for all stakeholders.

**Creativity/Innovation** - We thrive in creativity by allowing, applying and accepting innovative and alternate practice to all aspects of our business; permitting change in culture and new horizons.



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### What we intend to achieve

#### ● Lobbying & Advocacy:

MultiLink is committed to be a voice for change for systemic advocacy to enable positive opportunities for all communities and individuals to be independent and participate equitably in the social, economic and civic life of society.

#### ● Governance:

MultiLink's Management Committee and the Chief Executive Officer are committed to striving for high standards of governance. Governance in context of MultiLink refers to the processes, activities and relationships of the organisation that ensure that the organisation is effectively and properly run. MultiLink recognises and complies with the five minimum standards set out in the Australian Charities and Not-for-profits Commission Governance Standard.

#### ● Quality & Growth of Service Delivery:

MultiLink is committed to consistently delivering high-quality care that is personal, effective, connected and safe for every person, every time. MultiLink will continue to look for ways to expand our services so that we can provide more support to more people. This includes broadening the reach of our services, as well as seeking opportunities to expand and grow our services to the community.

#### ● Stewardship of Resources:

MultiLink will undertake responsible planning and management of all resources in a manner that is consistent with our mission and goals, and in a way that maximizes the value of resources to current and future stakeholders. MultiLink will operate in a way that is financially viable and sustainable in the long term.

#### ● Partnerships & collaboration:

MultiLink has an extensive history of innovative, open, accountable and respectful partnerships and collaborations with government, non-government organisations, and private enterprise. Sharing resources and expertise, bringing our various strengths together and value adding to our joint endeavours across the communities and goals for which we strive.

#### ● Enriching our Workforce:

MultiLink will continue to develop our workforce, striving to be recognised as an employer of choice supported by frameworks and systems which enable us to attract and retain a diverse, inclusive, high performing, culturally competent and capable workforce. This includes ensuring our workforce is equipped and enabled to deliver services for current and future needs of the diverse communities and individuals MultiLink supports.

