

2024-27 Strategic Plan Snapshot

Leading the transformation of Not for Profit Human Services to unlock the full potential of the individuals and communities served by our Members.

Our Mission

Support and represent Not for Profit organisations delivering Human Services across critical determinants of wellbeing including Jobs, Home, Learning, Health, Social Justice and Social Connection.

Our Scope

Establish contemporary leadership for Members and ensure they are best equipped to support the social and economic participation of the individuals they serve.

Our Purpose

To empower Members to change lives.

Our Strategic Goals

Provide *Not for Profit* sector leadership and act as the trusted authority and go-to for government and the sector on social and human services policy, decision-making, action and impact.



Member Support & Success

Build the capability and capacity of our Members

- Provide practical organisational support so that Members can focus on outcomes and impact
- Enable access to value-adding products and services that meet identified Member needs
- Monitor Member future-readiness through foresight, vigilance and action



Leadership & Engagement

Foster sector alignment and strength

- Activate a network focussed on research, evaluation and validation of outcomes and impact
- Grow as a resource hub for connectivity and information sharing
- Review and promote the value of new and purpose-driven models
- Contribute to the development and sharing of strategic intelligence for the sector



Advocacy & Representation

Promote the value and impact of our sector

- Be the unified voice of the sector and the trusted advisor to governments
- Raise awareness of and influence government priorities
- Focus on quantifying outcomes and measuring the impact of the sector
- Influence future funding and government investment in the sector
- Shape strategic insights for government and sector decision-making

Our Values

INTEGRITY

RESPECT

ENGAGEMENT

ACCOUNTABLE

DIVERSITY