



Junction
Support Services

Changing lives since 1989

Strategic priorities 2020-2023

Who are we: A not-for-profit organisation, our work has been changing lives since 1989. We work with people in need across north-east Victoria

Our mission: We work with individuals and families to support them to achieve their full potential

Our vision: Communities without disadvantage

Client and family partnerships

We will reach more at-risk children and families by supporting and providing innovative, ongoing early intervention programs

We will increase client input and participation in service delivery and program design

We will build on our community development portfolio for strengthened connection with our community

We will develop positive community spaces to promote engagement

We will develop job pathways for clients

Best practice

We will build on our quality initiatives to achieve service excellence against industry standards

We will develop and implement an evidence informed practice framework

We will strengthen our presence and connection with our communities

Workforce

We will develop strategies to attract and retain the best people to achieve service excellence

We will develop an infrastructure to support our people and achieve positive outcomes for our clients

We will embed a culture of environmental sustainability

We will invest in our people to create a sustainable and highly skilled workforce

Leadership and culture

We will ensure strong governance with a diverse and innovative board

We will strengthen our community partnerships at a local and state level

We will maintain long-term financial sustainability

Risk management

We will ensure a culture of safety and quality is embedded across all areas of the organisation

We will develop and implement an IT strategy

We will ensure quality and compliance

Endorsed: Strategic Plan and priorities endorsed by Committee of Management in June 2020



We acknowledge the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to the land, water and community. We pay respect to Elders past, present and emerging



We welcome Gay, Lesbian, Bisexual, Transgender, Intersex and Queer (GLBTIQA+) people

We are a Child Safe organisation

Our values: *Equity, access and diversity* *Innovation* *Collaboration*