



2023-2028 Strategic Plan

Vision

Financial Fairness For All

Mission

We engage, inform, support, and advocate to achieve financial fairness for all.

Values

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

- **Integrity**

- Our practices are professional, ethical, and human centered

- **Inclusion**

- We seek to provide culturally appropriate and accessible services to all people in our community

- **Diversity**

- We value and foster a diverse workforce and design services to reach a diverse target group

- **Respect**

- We are respectful and work with compassion and empathy to support the people we work for and with

What we do

Our programs support people in our community who are experiencing financial challenges, We will ensure our programs meet their needs by:



- Providing free and confidential information, advice, support and advocacy



- Pursuing systemic change to achieve financial fairness



- Improving access to our service



- Strengthening collaboration between our programs and with the broader community



How we do it

Staff are central to the work we do. We are committed to supporting our people by:



- Maintaining and fostering a positive workplace and developing organisational capability



- Supporting sustainable growth by targeting funding that aligns to our strategy



- Developing and utilising systems, processes and evaluation mechanisms to improve services and meet privacy obligations