

## OUR MISSION

Anglicare, in response to the Christian faith, strives to achieve social justice and provide the opportunity for people in need to reach fullness of life.

## OUR VALUES

Compassion · Justice · Respect · Hope

## OUR STRATEGIC OBJECTIVES

### Client Centred

Partner with our clients to provide the best services possible and build positive and enduring relationships.



### Engaged Employees

Recruit, develop and retain high quality team members with the right skills and attributes to effectively serve clients.



### Sustainable Services

Develop and grow innovative, evidence-based approaches to service design. Deliver the best services to achieve outcomes for people and attract new clients to Anglicare.



### A Just Tasmania

Resource initiatives that sustain Anglicare's social action and research, and our role as part of the Church.



# The environment we're working in

Anglicare's work is affected by significant external trends including:

## Government policy environment

A significant proportion of our funding is moving to a consumer directed model. This means a greater emphasis on promoting our services and communicating directly with clients.

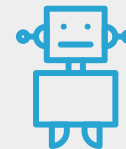


These external trends are driving competitive pressures, especially for services funded through the National Disability Insurance Scheme (NDIS). These services are for clients living with disability or living with mental illness. Already there are over 1000 providers registered to provide NDIS services in Tasmania.

We are also seeing new competitive forces in Aged Care, and in some of the services that remain grant funded.

## Technology

Technological innovation will assist us to be more efficient and effective in how we deliver services.



## Social

Clients are increasingly eager to be involved in the design and delivery of services. Some of the terms used to describe this trend are 'co-design', 'co-production' and 'participative healthcare'.



# Our response

Anglicare is in a solid position to navigate this changing external environment.

## Our strengths include:

- » our clear mission and values;
- » being part of the national Anglicare Australia network;
- » our experience in delivering integrated, person-centred services;
- » our capacity to provide holistic support and care;
- » positive relationships with local communities; and
- » our research and advocacy work.

## Our organisation-wide response will include:

- » expanding our marketing and customer engagement processes;
- » improving our IT systems including our Customer Relationships Management capability;
- » capturing data to inform continuous improvement;
- » further investing in the skills development of the Anglicare team; and
- » effectively engaging with the community and policy-makers on social justice issues that affect our clients.