



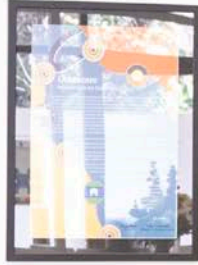
Centacare

Catholic Family Services

Strategic Plan 2020-2023



STRATEGIC PLAN



At Centacare Catholic Family Services, we believe everyone has the right to be treated with dignity and respect, regardless of their circumstances and the challenges they face.

COVER: Wooden crosses supplied by the Aboriginal Catholic Ministry, based at The Otherway Centre, surround Centacare's iron cross.



Structure

The Catholic Archdiocese of Adelaide has delegated the responsibility of Centacare's day-to-day management to Director Dale West, who reports to Archbishop Patrick O'Regan through the Executive of the Curia. Centacare is split into administrative and client service units, each headed by an Executive Manager.

Vision

We envision a supportive community where people can experience the opportunity to reach their full potential.

Mission

We will provide relevant, authentic and effective services that will enhance the quality of life of our clients and will enable them to participate fully in the community.

In action for all

Our work is informed by the values embedded in the principles of Catholic Social Teaching.

Dignity of the Human Person

We uphold the dignity of all our clients regardless of their circumstances.

Community and the Common Good

We believe every social group must take account of the needs and legitimate goals of other groups and that being part of a sustaining society is both a right and an obligation.

Rights and Responsibilities

Every person has a right to the means which are necessary and suitable for the proper development of life. Any denial of these rights harms people and wounds communities.

Dignity of Work

We believe a person has a right to productive work, a just wage and to participate in democratic processes.

Option for the Socially Disadvantaged and Vulnerable

We believe for justice to be upheld, we must become compassionate voices in action for all.

Solidarity

We believe all humankind is interdependent, that we need one another, and that we are called to stand with the powerless and the disadvantaged.

Subsidiarity

We believe that decisions should be made at the lowest possible level and that those affected by decisions have an opportunity to contribute to the decision-making process.

Care of God's Creation

We believe the earth is a gift, and as stewards and trustees, we have a responsibility to respect that gift and strive for sustainable living.

*For justice to be upheld, we must be
compassionate voices in action for all.*

*We seek to identify those in the community
most in need, ensuring clients remain
the focus of our efforts.*



Looking forward

With energy, dedication and skill, Centacare staff commit to moving forward in support of South Australians.

These are the directions that will guide our service provision from 2020 to 2023.

Inclusivity

Client Focus

Future Focus

Staff & Management Focus

Strong Governance





Inclusivity

Respect, embrace and value the unique contribution of all individuals connected with Centacare.

Measurable Outcomes

- Increase Centacare's capacity to promote diversity and inclusion
- Expand the accessibility of our in-person, online and physical spaces and services
- Create and support opportunities that build staff capacity through flexible training arrangements



Client Focus

Clients are at the centre of decision-making at all levels of the organisation.

Measurable Outcomes

- Clients experience positive outcomes as a consequence of receiving high quality evidence-based responsive services
- Embed client voice in service delivery
- Each person is approached with understanding, empathy and kindness in the context of challenging and difficult situations
- Services are delivered through a human rights lens respecting self-determination and freedom of expression
- Service improvements are informed through consistent and measurable client feedback mechanisms



Future Focus

Seek opportunities to provide services in areas where there is most need.

Measurable Outcomes

- Develop an organisational evaluation and research framework
- Ensure all program service models are informed and supported by research and evaluation
- Support and maintain internal and external collaborative partnerships focusing on evidence-based practices
- Increase and strengthen cultural connections and capacity to enhance accessibility to services
- Be open to supporting smaller community organisations with similar values and goals



Staff & Management Focus

Inspire, encourage and grow a professional, influential and resilient workforce.

Measurable Outcomes

- Actively recruit, train and retain outstanding individuals
- Support staff to maintain a sense of compassion for themselves as well as the client
- Enable an environment of trust through transparency, accountability and confidentiality



Strong Governance

Demand governance structures and practices that ensure clarity, stability and agility.

Measurable Outcomes

- Ensure a robust, sustainable and viable organisation through transparent and sound business decision-making
- Maintain clear internal processes that include defined lines of authority, accountability and delegation
- Lead change and respond to direct service needs through innovation and research
- Maintain integrity of services through innovation, continuous quality improvement and compliance
- Further develop/enhance clinical governance framework



Centacare

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Family Services**
Archdiocese of Adelaide

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Registered NDIS Provider



A **Child Safe Organisation** Centacare has an ongoing commitment to building and maintaining a Child Safe Organisation.

We endorse the **Charter of Rights for Children and Young People in Care** and promote those rights in our policies and practice.



Statement regarding the traditional owners of the land. For thousands of years Aboriginal and Torres Strait Islander people have walked on this land, in their country. Their relationship with the land is at the centre of their lives. We acknowledge the Aboriginal and Torres Strait Islander people and their stewardship and spiritual connection with their lands.



Centacare support is provided regardless of race, economic circumstance, sexual orientation, gender identity, religious belief or ethnic background.



Quality Assurance Centacare Catholic Family Services is a nationally accredited organisation, assessed against the Quality Improvement Council (QIC) Health & Community Services Standards.

www.centacare.org.au

