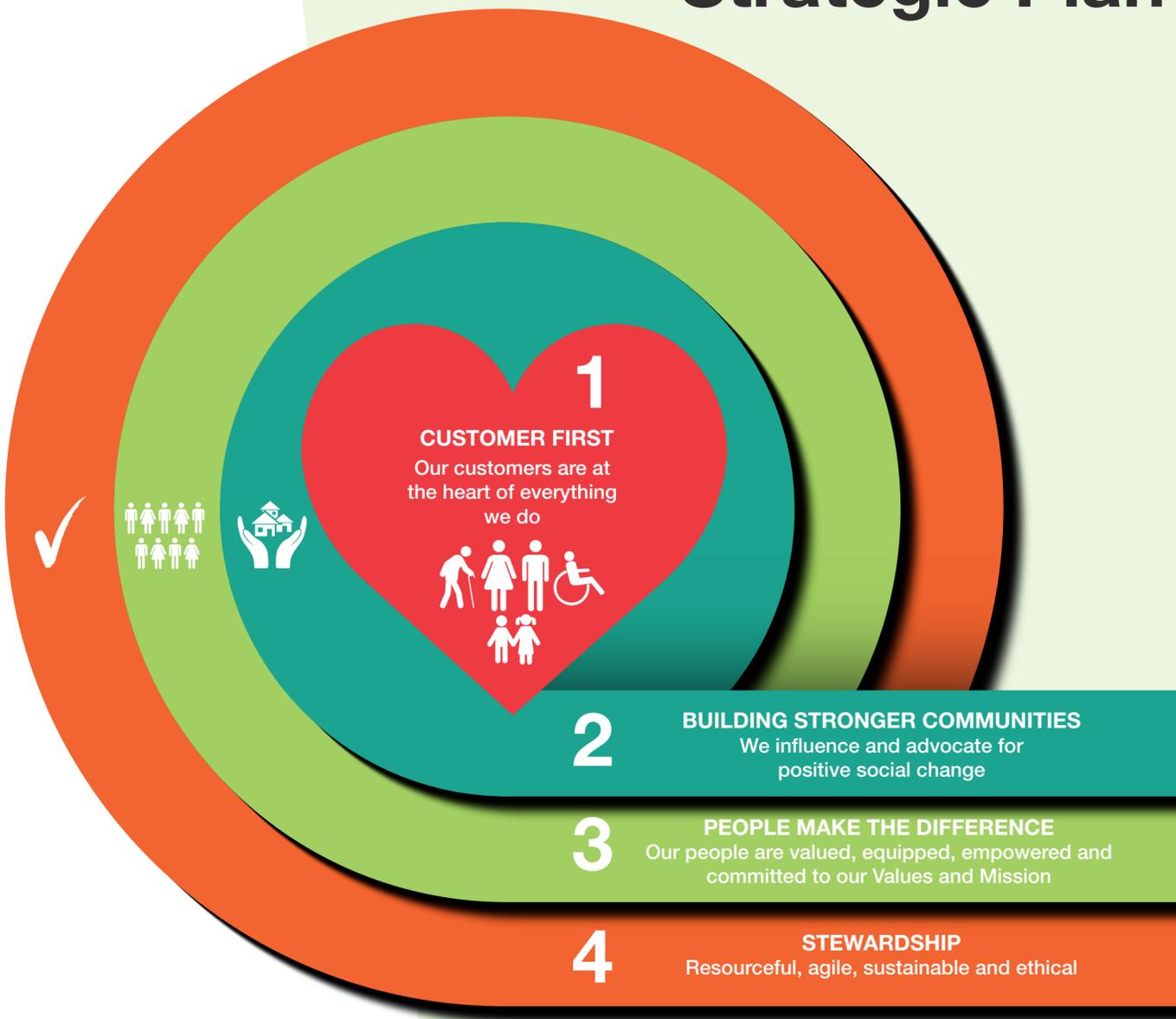


Wesley Mission Queensland Strategic Plan 2019 - 2022



Our Purpose

As part of the Uniting Church our purpose is to participate in the mission of God – towards reconciliation, transformation, justice and hope for all people.

Our Vision

A compassionate, just and inclusive society for all.

Our Mission

We walk alongside people in need offering care and compassion and promoting choice, independence and community wellbeing.

Our Values

Integrity
Respect
Empowerment
Hope
Justice
Compassion
Innovation

Key focus areas

1 CUSTOMER FIRST



Our customers are at the heart of everything we do

- 1.1 Our customers are seen, heard, valued and empowered to be active partners in the services we provide.
- 1.2 Our customers know about us, understand why they choose us and why they want to stay with us.
- 1.3 We focus on the whole person and the impact we make – body mind and spirit – within the family and community context.
- 1.4 We respond to emerging community needs as we grow our core services and implement innovative pilot programs.

3 PEOPLE MAKE THE DIFFERENCE



Our people are valued, equipped, empowered and committed to our Values and Mission

- 3.1 Our workforce is well trained, capable, committed and motivated to embrace the Wesley Charter and deliver customer service excellence.
- 3.2 We provide a safe, inclusive and supportive workplace culture.
- 3.3 Our people are valued, by ensuring our wages, employee benefits and working conditions are competitive in the sectors in which we work.

2 BUILDING STRONGER COMMUNITIES



We influence and advocate for positive social change

- 2.1 Our communities are welcoming and inclusive, providing opportunities to celebrate life in all its fullness.
- 2.2 We respectfully journey with Australia's First Peoples.
- 2.3 We are influencers of positive social change and reform grounded in the experience of our customers, services and ethical framework.

4 STEWARDSHIP



Resourceful, agile, sustainable and ethical

- 4.1 We are financially and environmentally sustainable.
- 4.2 We are responsive and agile in a changing and competitive market.
- 4.3 Our key supporters and stakeholders are active contributors to our mission and to the people we serve.
- 4.4 We implement progressive governance practices to enhance customer service and proactively embrace and manage opportunities and risks.
- 4.5 Our customer experience is enhanced through our investment in research, innovation and new technologies.