


**3-YEAR OBJECTIVE**

 Collaborative culture

- Undertake a “culture audit”
- Undertake an audit of current policies and incentives that drive staff behaviour

- Commence a “culture building program” to promote a collaborative culture
- Put in place aligned policies and incentives to support target culture (including cross referral metrics)
- Start to reach out to other CLCs

- Continue culture transformation
- Continue collaboration with other CLCs
- Positive employee engagement
- Best in Class Volunteers

WSCLC’s collaborative culture ensures we work together across the organisation (and with other CLCs) to provide clients an opportunity to receive an integrated service.

 Focused programs and capabilities

- Undertake a “capability audit” of staff in light of decision to service key client groups across a range of needs
- Identify programs to offload

- Commence to offload non-core programs as they come up for renewal (eg Home Building)
- Identify new programs and opportunities to pursue that are relevant to our focus
- Commence a capability development program for staff

- Continue staff capability development program
- Organisational Efficiency & enhanced performance

We offer, and reliably deliver, a focused and relevant suite of programs that meets the legal and legal adjacent needs of our priority groups. These groups are aware of, trust, and use these programs

 Resilient high quality organisation

- Restructure the organisation to deliver the strategy effectively
- Continue to put in place strong governance, compliance, and reporting systems and processes
- Build relationships with and understanding of Federal and State funders
- Identify savings opportunities to allow for reinvestment into new projects

- Apply for renewal of relevant State and Federal funding instruments
- Build one diversified revenue source

- Build a second diversified revenue source
- Ensure organisational foundations are strong enough for further growth
- Develop a continuous improvement quality culture.

We are a resilient and high quality organisation, well respected in the sector by peer organisations and funding bodies