

ANGLICARE CENTRAL QUEENSLAND

Strategic Plan

2021-2025



Thriving communities, empowered people



Acknowledgement

We acknowledge the Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of the Country on which we live and work.

We recognise their connection to land, sea and community.

We pay our respects to them, their culture and to their Elders, past, present and emerging.

This art work was created by the late Wes Conlon and is presented here in acknowledgement of his passion and commitment to his community and to AnglicareCQ.

Working with people to make the best of their lives

About Us

For over 30 years AnglicareCQ has worked with people of all backgrounds, beliefs and walks of life to make the best of their lives.

As an organisation with truly local roots, AnglicareCQ is dedicated to leading the way in the community services sector as we pride ourselves on empowering and supporting our participants, upholding human rights and advocating for the removal of unjust structures. AnglicareCQ works within the geographical boundaries of the Rockhampton Anglican Diocese.

We serve communities in and around Rockhampton, Gladstone, Biloela, Moura, Blackwater, Emerald, Barcaldine, Longreach and Yeppoon.

Our Board, staff and volunteers live in the communities they serve, in regional and remote locations.



30+
years of caring



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Introduction

AnglicareCQ is all about 'working with people to make the best of their lives'. We live and work in the communities we serve across Central Queensland. Our 2021-2025 Strategic Plan 'Thriving communities, empowered people' really emphasises our commitment to listening to and working with people in a way that helps them take the lead in their own lives along with positively contributing to making their community a great place to live.

Our 30-year track record of diversity in service provision is a key strength for AnglicareCQ and allows individuals and families to benefit from a range of support options from housing through to counselling and emergency relief. The values of AnglicareCQ are brought alive in the way our team works with others with an emphasis on 'serving humanity by creating an inclusive and just world.'



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Our participants are front and centre of everything we do – wrapped around by our strategic plan focus areas of 'Our team', 'Our communities' and 'Our work'. Our intent is to deliver on measurable and meaningful enhancements across these core components. We plan to maintain and grow our services, strengthen, develop and diversify our team and listen to and respond to our community. We will embrace systems and innovation and advocate strongly for essential policy change.

The next 5 years for AnglicareCQ will also be about us moving forward with our journey of and commitment to reconciliation. As an organisation we intend to celebrate and embrace diversity and recognise our First Nations peoples, the Traditional Owners of the land on which we walk, live and work. There will be a strong focus on developing our cultural capabilities and ensuring these are practiced every day, at all levels of the organisation through everything we do.

Further to this, AnglicareCQ has joined the National Redress Scheme and see this as an important step to ensure we right any past wrongdoing when it comes to the delivery of services to young people. We will strive to navigate this process with people with care and empathy, while accepting responsibility.

As with all AnglicareCQ Strategic Plans our 2021-2025 roadmap builds on the foundations previously set. This next phase will continue to see us lead in our sector by delivering essential services and adopting best practice in all we do.

Elizabeth Homer *Carol Godwin*
Board Chair, AnglicareCQ CEO, AnglicareCQ



A woman with Down syndrome is standing in a boxing ring, wearing a light green t-shirt and red boxing gloves. She is holding onto the black ropes of the ring and looking towards the camera with a slight smile. The background is slightly blurred, showing what appears to be a gym setting.

Our Vision & Mission

*Working with people
to make the best of their lives*

We work to create thriving communities and empowered people.

We work within Central Queensland communities and with individuals of all ages, all backgrounds, all beliefs, and all walks of life.

We will:



Listen, support, empower, research and advocate

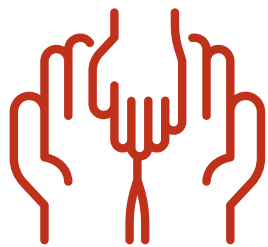


Support proactive solutions



Remain locally based and locally focussed

Our Services



Foster &
Kinship
Care



Housing



NDIS



Youth &
Residential
Care



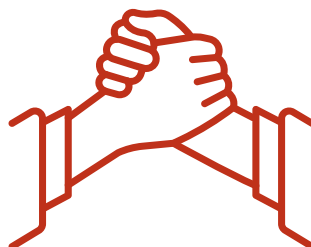
Homelessness



Financial
Support



Mental Health



Counselling
& Family
Support



Our Locations

Our Values



Respect

We respect the intrinsic worth of every person, value differences, celebrate uniqueness and invite contribution. Where respect is shared, trust is gained and dignity upheld.



Integrity

We are honest, trustworthy and accountable. We take responsibility for our actions. We strive to do the right thing each time we face a difficult decision.



Justice

We advocate for the removal of unjust structures, promote opportunity and the fair distribution of resources.

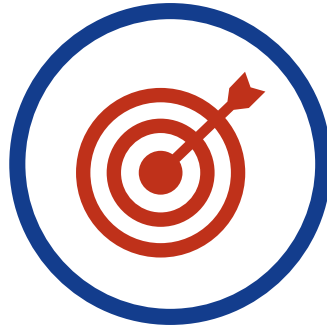
A decorative wavy line in red, blue, and grey colors that spans the width of the page.

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Compassion

Through our understanding and empathy, we encourage and support each person on their own journey. Through the lens of compassion, we give hope. With hope people can be empowered to achieve their goals for their life.



Shared Purpose

Our shared purpose is what gives meaning to our actions. We look to break the cycle of disadvantage and are determined to complete what we set out to do. We actively seek collaboration with other organisations and individuals to create thriving communities and empowered people.

*'Jesus Christ invites
us to serve humanity
by creating an
inclusive and just
world'*

- FOUNDATION STATEMENT



Pathways to Success

By reflecting on and analysing our past we determined our critical success factors.



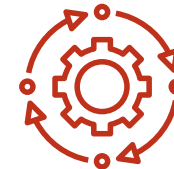
Creating a shared vision



Increasing partnerships and collaboration



Increasing local presence, knowledge and representation



Embracing systems and solution thinking and practices

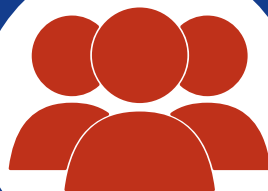


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Our Focus Areas

We place participants first and at the centre of everything we do

People



Our Team



Our Work



Our Communities

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Our Team

Focus

- Build capacity and capability
- Attract and retain enthusiastic staff
- Embrace diversity
- Promote well-being and create an inclusive culture

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Measures



Our Team

- Improve staff satisfaction
- Reduce staff turnover and retain at a low level
- Meet contractual requirements
- Evidence of increased capacity and capability
- The diversity of our community is reflected in our workplace

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Our Communities

Focus

- Understand our communities
- Build partnerships
- Strengthen partnership with the Anglican Diocese of Central Queensland
- Resource need
- Enhance our community profile
- Deliver place-based solutions



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Measures



Our Communities

- Maintain AnglicareCQ services
- Grow AnglicareCQ services
- Stakeholder satisfaction
- Partnerships resourcing new projects
- Conduct fundraising to achieve 1% of annual revenue in untied capital funding

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Our Work

Focus

- Design and deliver effective programs and services
- Deliver safe, inclusive and culturally appropriate services
- Continuously improve and adopt innovation
- Advocate

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Measures



Our Work

- AnglicareCQ Outcomes Framework
- Work within budget
- Work within risk management framework
- Develop and implement Reconciliation Action Plan
- Stakeholder satisfaction
- Evidence of services and systems improvement and innovation
- Advocate for Homestretch, affordable housing, increasing Job Seeker Allowance and Board approved social justice issues

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Implementation

Strategic planning is an ongoing rather than a static process and this plan builds on the previous Towards 2020 plan.

Thriving Communities, Empowered People 2021 – 2025 outlines the initiatives that will be completed during the life of the Strategic Plan.

A staged approach is necessary to ensure resources are allocated across the five-year time span in a logical sequence for maximum effectiveness.

The Business Plan 2021-25 will demonstrate the timing and sequencing of initiatives at a high level, and further detail will be captured in annual operational plans.

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Consultation

Thank you to community members and the following organisations that participated in our Fresh Beginnings workshops across Central Queensland to inform our Strategic Plan -

Local Indigenous Elders

Act for Kids

Alcohol and Other Drugs Services

Anglican Church Central Queensland

Banana Shire Council

Barcaldine Regional Council

Barcaldine State School

Berseker Street State School

Biloela Enterprise

Biloela State High School

Blackwater North State School

Central Highlands Regional Council

Central Highlands Regional Resources Use Planning

Cooperative Limited

Central Qld Mental Health Alcohol & Other Drug Services

Central Queensland Indigenous Development

Central West Health

Central Western Queensland Remote Area Planning
and Development Board

Clermont Country Care

Commonwealth Bank of Australia

Community Centre Yeppoon

Community Solutions

Darumbal Enterprises

Denison State School

Department of Child Safety, Youth and Women

Department of Communities, Disability Services &
Seniors

Department of Education

Department of Housing and Public Works

Desert Channels Group



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Consultation

Thank you to community members and the following organisations that participated in our Fresh Beginnings workshops across Central Queensland to inform our Strategic Plan -

Drug Arm
Emerald MHAODS Rural & Indigenous Services
Gladstone Child Safety Service Centre
Gladstone Community Linking Agency
Gladstone Regional Council
Livingstone Shire Council
Longreach Regional Council
Members of Queensland Parliament
Performance People Pty Ltd
Primary Health Network
Queensland Health
Queensland Social and Emotional Wellbeing
Red Cross
Relationships Australia
Rural Remote Development Consultants



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Years 1-2

Enhancing the organisation

Following several years of consolidating the organisation and adopting new technology and business systems, AnglicareCQ is taking a collaborative approach with participants, staff, partners and other stakeholders to create new and innovative solutions with evidence-based location specific practices and services.

Internally the focus is on strengthening existing capacity and capability of staff to become leaders within the organisation and in their field.

Years 3-5

Growing influence and outcomes

AnglicareCQ will be vigilant and responsive to new opportunities which arise within its sphere of influence whilst ensuring existing services are working optimally and outcomes are positive.

An engaged, collaborative, informed and measurable approach will provide a sound platform for creating positive sustainable support for Central Queensland communities



Contact Details

Barcaldine

82 Ash Street
(07) 4651 7300

Emerald

44 School Lane
(07) 4897 0200

Moura

Marshall Street
(07) 4995 4400

Biloela

79 Kariboe Street
(07) 4995 4400

Gladstone

50 Young Street
(07) 4970 6100

Rockhampton

160-164 Musgrave St
(07) 4837 5300

Blackwater

14 Wey Street
(07) 4986 2900

Longreach

124c Eagle Street
(07) 4568 9700



<https://anglicarecq.org.au/>



[Facebook.com/AnglicareCQ](https://www.facebook.com/AnglicareCQ)

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