



STRATEGIC PLAN



2023 - 2026

'Strengthening the Human Spirit'





OUR MISSION

To actively pursue opportunities that create change, develop awareness and strengthen the human spirit.



OUR VISION

To research, educate and provide support services that assist people in need to reach their full potential and participate in a just society.



OUR VALUES

Integrity, Respect, Teamwork,
Compassion and Inclusiveness.

IFYS VALUES

As voted by staff



WE RECOGNISE OUR PEOPLE MAKE THE DIFFERENCE

- We value and respect the diversity of our staff, foster carers, and volunteers.
- Leaders will foster collaboration and harness the collective knowledge and experience of our people.
- Our people will be supported to fulfil their potential.
- Leaders will be accountable for setting the standard and promoting a culture of excellence.
- We are committed to providing tailored training to empower, focus and engage our people.
- Our staff, foster carers and volunteers will be afforded safe systems of work.
- We will adapt and evolve through strengthening the resilience of our teams.

INTEGRITY

RESPECT

TEAMWORK

COMPASSION

INCLUSIVENESS



A MESSAGE FROM MANAGING DIRECTOR, TONY PIGNATA

On behalf of the Board of Directors and Executive Leadership team I am proud to present our 2023 – 2026 Strategic Plan. The development of the plan has been a consultative and inclusive process with participation from staff members across the organisation in identifying the rising themes and dreams across the organisation. The process has also involved a careful assessment of the environment that IFYS operates in and the associated opportunities.

In my role, I continue to be inspired by our staff, carers and volunteers who make a difference in the lives of the most vulnerable people in our community every day. Investment in our people is at the forefront of the

Strategic Plan. Recognising the collective knowledge and experience of our people and acknowledging our people make the difference and set us apart from other service providers.

IFYS remains steadfastly focused on putting clients at the centre of everything we do. Our key to success and growth will be creating a culture of excellence underpinned by our client centred practice.

The Strategic Plan is IFYS' roadmap on the areas of focus for the next three years for us to fulfil our mission to actively pursue opportunities that create change, develop awareness, and strengthen the human spirit.

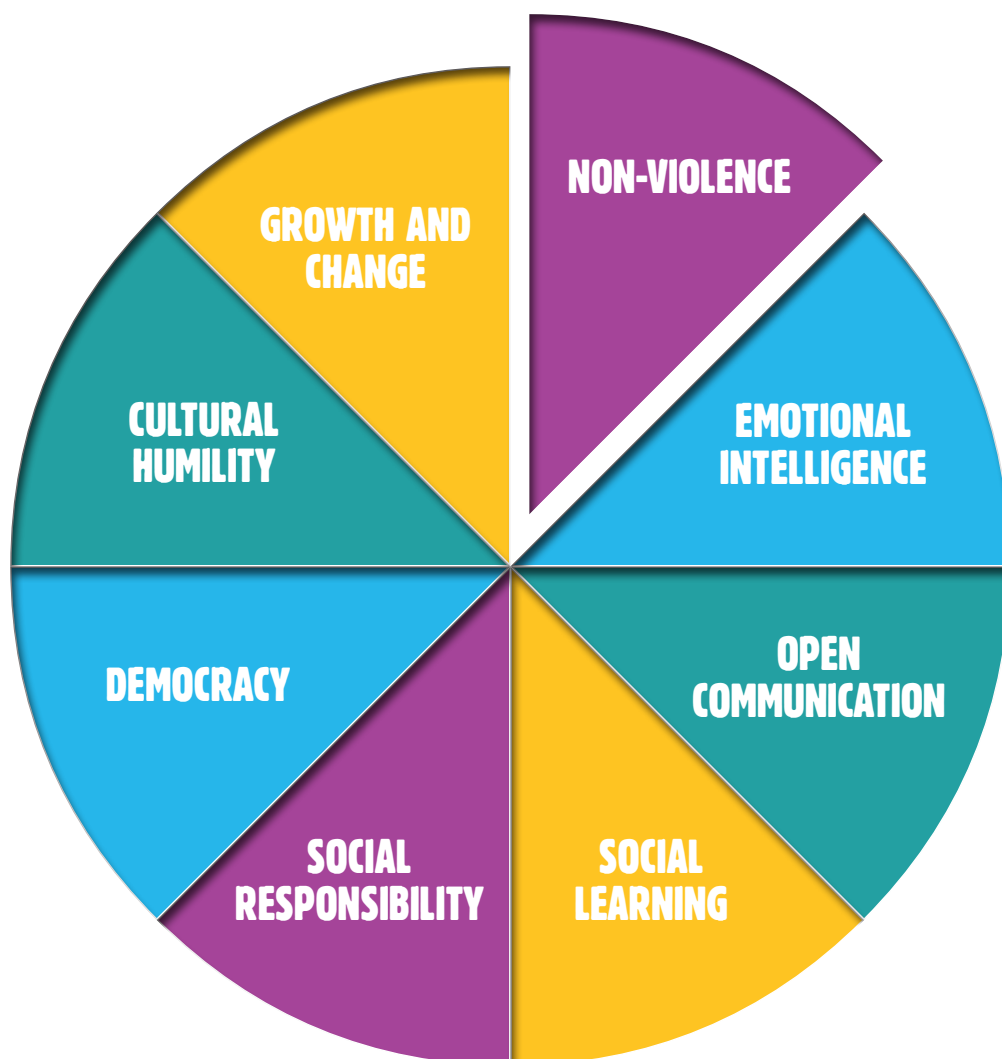


IFYS acknowledges the Traditional Owners of the Australian land and sea.







We pay our respects to Elders, past, present, and emerging. We acknowledge the Traditional Owners' enduring cultures and traditions, and honour their continuing connection to family, country and community.



OUR SANCTUARY COMMITMENTS



CHANGES IN THE ENVIRONMENT ARE CREATING **OPPORTUNITIES** FOR IFYS

KEY TRENDS	OPPORTUNITIES FOR IFYS
 <p>Digital innovation</p>	<ul style="list-style-type: none"> • Best of breed cloud-based systems. • Opportunities for digital innovation to enhance client experience and improve back-office efficiency and strategic and operational decision-making. • Strategies to address cyber security threat.
 <p>Increased regulatory and compliance requirements</p>	<ul style="list-style-type: none"> • Developing an agile and efficient compliance framework that addresses governance challenges. • To be a trusted brand and service provider. • Strive to achieve a culture of excellence.
 <p>National housing crisis</p>	<ul style="list-style-type: none"> • Growth in specialist homeless services. • Leverage IFYS' capital to provide stable accommodation across all services.
 <p>Government constraints and earning to do more with less striving</p>	<ul style="list-style-type: none"> • Mergers and acquisitions. • Using economies of scale to be competitive on price point. • Greater focus on 'core business' – focusing operations on core business and core capabilities, rather than diversification.
 <p>Disruptive business models, new models of support and partnership</p>	<ul style="list-style-type: none"> • To continue to 'think outside the box' and pursue innovative solutions that tackle systemic issues, at scale.
 <p>Future of Work</p> <ul style="list-style-type: none"> • Chronic shortage of care workers • Changing worker expectations, with a greater focus on purpose-led work and flexibility 	<ul style="list-style-type: none"> • Targeted candidate attraction strategies for a diverse and inclusive workforce. • Employment branding strategy capitalising on IFYS purpose. • A focus on providing safe systems of work. • Create a structure that empowers, focuses, and engages employees.



WE PUT CLIENTS AT THE CENTRE OF **EVERYTHING** WE DO

- IFYS will remain steadfastly focused on putting clients at the centre of everything we do.
- We will expand our referral pathways and continuum of care services.
- We will meet the individual and diverse need of clients and provide clients with connection to culture, community and family.
- Our people will be accountable for their impact on clients.
- The safety of our clients will remain of paramount importance.
- In our pursuit of a culture of excellence, we will learn from our experiences, and we will be prepared to challenge our practice.
- Our staff, foster carers and volunteers will be appropriately skilled to support the needs of clients.





WE WILL STRENGTHEN ORGANISATIONAL SUSTAINABILITY

- We will develop an agile and efficient compliance framework that addresses governance challenges.
- Our reputation as a trusted brand and service provider will enable organisational growth.
- Our culture of excellence will be recognised by our partners.
- We will achieve a positive budget position.
- We will maintain financial oversight and be accountable for budgetary compliance.
- We will responsibly expand our property portfolio to increase the security and stability of services.
- Our technological infrastructure will support future growth.



WE WILL **RESPOND** TO WHAT MATTERS FOR COMMUNITIES AND OUR PEOPLE

- We will have meaningful community engagement to respond to the emerging challenges.
- Future generations will benefit from our commitment and investment in positive change.
- We will actively pursue opportunities where we can achieve positive outcomes.
- Cultural humility will be a guiding principle when working with First Nations people and communities.
- We will continue to invest in philanthropic community support.



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