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| **Vision statement**  |
| To be the provider of choice in improving quality of life services and independent living across northern Tasmania. |
| **Mission statement** |
| To improve the everyday lives and connectedness of northern Tasmanians through volunteer care and services of exceptional quality.  |

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| **Strategic pillars** |
| 1. | 2. | 3. | 4. |
| Proactive impact driven service delivery | A volunteer organisation of choice | Efficient, agile and contemporary systems and processes | An agile approach to growth and change |
| **Initiatives (in order of top three against each pillar)** |
| 1.1 Proactive assessment to identify new markets in northern Tasmania for existing services. | 2.1 Develop and implement a volunteer engagement plan to increase a greater number of volunteers offering diverse skills. | 3.1 Research and invest in best practice digital solutions to maximise efficiencies across the organisation. | 4.1 Future proof the organization by monitoring opportunities and threats while remaining agile and responsive to change. |
| 1.2 Develop new programs to deliver in response to diverse community needs across northern Tasmania. | 2.2 Maximise retention of volunteers by recognizing and rewarding their contribution and building skills and capacity. | 3.2 Continually monitor and adapt policies and processes to meet the needs of the organisation’s stakeholders. | 4.2 Identify opportunities for growth while remaining cognizant of the capacity of the organization and its people. |
| 1.3 Ensure high quality service delivery by monitoring and evaluating programs and services to ensure quality and fit.  | 2.3 Create inclusive opportunities for volunteers to form meaningful connections with the organization and clients. | 3.3 Continually monitor external governance trends to remain responsive to the changing environment. | 4.3 Pro-actively build brand through marketing activities and attendance at community events. |