



Hope Community Services
Strategic Plan 2022 – 2025

*Communities in Western Australia
facing the toughest challenges.*

Acknowledgement of Country

Hope Community Services (Hope)
acknowledges and pays tribute to the
Traditional Custodians of the
Lands on which we work.

This acknowledgement extends to First
Peoples Nations across the State of
Western Australia where our vision,
purpose, values and approach extend.

Hope recognises and values the
continuity of cultural, educational and
spiritual practices of First Peoples.





Cultural Governance

Hope Community Services continues on its journey towards reconciliation with the renewal of the organisation's Stretch Reconciliation Action Plan being undertaken in 2022.

Part of this ongoing journey is the development of Hope Community Services' Cultural Governance Framework which activates and supports practice that is embedded in the lived culture of First Nations people, families and communities.

Acknowledgement of Lived Experience

We acknowledge people with lived experience of mental ill-health and recovery and the experience of people who have been carers, families, or supporters.



WE ARE HOPE

We exist to bring Hope
to people and communities
facing the toughest
challenges in
Western Australia.

To bring diligence, optimism,
courage, and collaboration to
those who need us most.

To achieve lasting impact,
we walk with you, wherever
it takes us, for however
long we are needed.

We believe in a
community-led approach.
We act in humility.
We seek out the
wisdom of others.

We are Hope.

Each year we help thousands
of people in the toughest
situations to get back in
control of their lives.



OUR VALUES



Diligence

We bring professionalism, commitment and integrity to everything we do.

Optimism

We act in the firm belief that we can positively impact people's lives.

Courage

We actively seek to support people in the toughest situations to get back in control of their lives.

Collaboration

We believe that by listening loudly and walking together we can harness the strengths of people, communities and partner agencies.







1 SERVICES THAT EXCEED EXPECTATIONS

We deliver programs and services that go above and beyond community and funder expectations.

People and communities deserve quality services and interventions that improve their lives. Funders expect value for money, and quality outputs and outcomes from the programs they commission.

We will ensure that our person-centred care approach, commitment to quality and innovation deliver services that exceed expectations.

Programs

We design and deliver services that meet the needs of people from culturally diverse backgrounds. Our services are inclusive and accessible to all; free from judgement, discrimination and other barriers.

Service Models

We embrace best practice service models that are innovative, trauma informed, and person-centered. Our people are trained and equipped to deliver. We use technology to break through the barriers and data to inform our approach.

Person-centered Care and Community

Our clients received safe, integrated and individualised supports to meet their needs in their space/place and communities.

Continuous Improvement

We actively seek feedback, and use research and data to continuously improve service delivery and value.

How we evaluate our success

Increased client satisfaction.

Contract outcomes exceeded.

Increased service referrals.

Quality Principles embedded.





2 CLIENTS & COMMUNITIES BACK IN CONTROL

We will enable people and communities to take back control of their lives.

Lasting impact can only be achieved when community service organisations act in humility, truly seeking direction from people and communities on the lives they want to lead.

It is only by 'walking together' and 'listening loudly' that we can effectively support individuals and communities to take back control.

Partnerships

We maximise the impact we deliver to our clients through partnerships.

Feedback

We engage with those with lived experience to ensure that client needs are at the centre of everything we do.

Reconciliation

We continue our journey of reconciliation and our commitment to First Nations People.

Engagement

We support and enable clients to connect with other providers to improve access and choice.

How we evaluate our success

Increased impact via formal partnerships.

Increased client engagement forums and opportunities.

Increased impact via Hope's Stretch Reconciliation Action Plan.

Expanded client access to services through enhanced technology.

3 PASSIONATE PEOPLE UP FOR THE CHALLENGE

We build skilled teams that are passionate and committed to staying the course with our clients and communities.

The team at Hope makes an essential contribution to the communities across Western Australia that we serve.

We are proud of the care, commitment and passion that our team brings to its work.

Hope's ambition is to be an employer of choice by fostering a distinctive Hope culture by supporting staff to grow, learn, innovate and achieve their potential.

We will empower people to be leaders, internally and externally, and by doing so, we will attract and retain the best and brightest from regional communities, the city and from outside West Australia.

Culture

We foster a distinctive Hope culture that embodies our principles.

Workforce Safety

We provide a safe and secure workplace.

Wellbeing

We promote progressive policies that prioritise the health, safety and unique needs of our team.

People Development

We invest in developing our people to sustain the workforce built on 'growing our own'.

Leadership

We enhance leadership skills and prioritise succession planning at all levels of the organisation.

How we evaluate our success

Increased staff recognition of Hope's values.

Increased staff satisfaction and wellbeing measures.

Increased participation in leadership professional development programs.

Improved staff safety.





4 REPUTATION FOR INNOVATION

We are known for finding new and improved ways to achieve lasting impact.

The community services sector operates in a dynamic environment of constant change.

As expectations increase and new challenges emerge, we must innovate to achieve ongoing impact for the communities we serve.

We are curious by nature and on a path towards increasing innovation. This will equip us with well-researched and creative solutions to continuously improve our interventions.

We will do this by collaborating with like minded innovators, researchers, stakeholders and the community to find what works best.

Culture of Innovation

We will establish an innovation framework that connect people and ideas across Western Australia and beyond.

Expanding Horizons

We develop clear pathways to identify, pilot and scale up new ideas.

Research

We partner with universities, research and other entities to increase research activity and translate research into practice.

Thought Leadership

We invest in promotion and prevention initiatives for communities that need them.

How we evaluate our success

Implementation of 'Innovation at Hope' strategy.

Increased formal partnerships with universities and research institutions.

Increased staff numbers involved in research and development.

Increased investment in health promotion activities.

5 SUSTAINING OUR IMPACT

Hope will focus strongly on its financial, social and environmental sustainability to achieve positive impacts into the future.

Sustainability is a key issue for all organisations in the modern world. Increasingly, ESG principles (Environment, Social, Governance) are becoming the gold standard for Boards.

Similarly, to be relevant these days, cultural relevance and governance must be a key focus.

As Hope seeks to embrace the toughest challenges in regional and remote Western Australia and in pockets of metropolitan Perth, financial sustainability is a key focus. Governments are struggling to provide adequate funding, making efficiency and good stewardship of resources a priority for Hope.

Hope's Board and Executive are committed to a triple bottom line approach to ensure that we will be financially, socially and environmentally sustainable.

Building Capacity

We invest in service hubs to provide services as close to home as possible.

Performance

We report our performance efficiently, openly and transparently.

Brand and Reputation

We continue to build Hope's brand to help the community and stakeholders understand our purpose.

Procurement

We will integrate a social and sustainable procurement strategy.

Resources

We optimise our access to resources and use them effectively and efficiently.

How we evaluate our success

Increased service hubs across Western Australia.

An embedded social and sustainable procurement strategy.

Improved technology and use of data to enhance client outcomes.

Increased brand recognition.

Improved sustainability in business performance.

