



# Strategy

## 2020 - 2025 Framework

### OUR OPERATING VALUES

#### Dedication

We are dedicated to the cause of social justice

#### Open, honest and respectful communication

The people we connect with at TASC will remember how we made them feel - we strive to make that a positive memory

#### Innovation and adaptability

In a changing landscape, we stay on our toes

#### Collaboration

We respect and welcome the opinions of all and value the diversity that each and every one of us brings to the team

#### Client-focused services

We are here for our clients above all else - our clients need us to be at our best every day

#### Driven and tenacious

We show persistence in achieving outcomes and do so in an ethical manner that engenders respect from all

#### Accountability

Each of us is willing to be held accountable for our actions and inactions, and demonstrates pride in our commitments

#### Balance

We give a lot to others every day and believe in balancing this through flexibility, being family friendly and supporting each other in achieving work/life balance

### Our VISION

## Social Justice for All

To provide legal, advocacy and social services to vulnerable and marginalised members of our communities. To provide a voice and support to our

### Our MISSION

### Improving more lives

- We ensure people are treated fairly and with dignity
  - Valid client/participant feedback tracked annually
- More people are seeking our services and warm referrals are increasing
  - Number of referrals and referral sources
  - Increasing client satisfaction compared to last year
- We enable inclusion through our legal and social support
  - Every person leaves with a tangible outcome - data

## Committed to service excellence

- **We have competent leadership and strong governance**  
The strategic vision is actioned in a timely manner
- **Our culture reflects our values. We are socially responsible**  
Evidence of values in action at all levels of the organisation
- **Our people's wellbeing is a priority**  
Reduction in personal leave
- **Our people engage in ongoing professional development**  
Records of attendance  
Evidence that the learnings have been actioned
- **We have open communication and hold one another accountable each day**  
Application of 'go direct' communication  
Reduction in formal grievances, staff survey results improving

## Respected nationally

- **Our communities know who we are and actively utilise our support**  
Our branding reflects our mission and is widely recognised  
Stakeholder surveys and testimonials demonstrate that our profile and mission is incredibly understood  
Referral number and types
- **Our communities back us because they believe in what we are doing**  
Volunteer numbers are increasing  
We are a preferred place to volunteer
- **Our footprint and impact is expanding across regional Australia**  
Invitations to contribute to commissions, forums, policy and conferences
- **We are known for our expertise and tangible outcomes**  
Stakeholder surveys demonstrate that our profile and mission is increasingly understood  
Measured by broader industry and client testimonials
- **We are recognised as a voice for the needs of regional people**  
Our CEO and senior personnel's views have been included in formal reports, conference materials, media etc regarding current issues on more than 10 occasions annually

## Improved efficiency

- **We use effective processes and systems supported by integrated technology**  
Successful annual audits  
Delivering efficiency with existing resources and reduced wastage  
Reliable IT  
Increased outputs (client supported) per employee
- **Our data is reliable and informs business directions**  
Timely data entry and reporting  
Random audits by line managers
- **Our reports articulate the impact and return of investment of our work, identifying regional needs and opportunities**  
Percentage of successful tenders (60+% success rate)  
Case studies produced highlighting people stories
- **Stakeholder feedback is monitored for continuous improvement and innovation**  
Completion of planned improvement or innovation initiatives through the 90-day plans

## Business integrity and financial resilience

- **Our funding sources are diverse**  
Audited reports
- **We are trusted with long term contracts**  
Percentage of recurring contracts renewed
- **We are good partners – reliable, collaborative and transparent**  
Stakeholder feedback  
Duration of formal partnerships  
Successful collaborative tender writing and delivery
- **Our asset base enables strategic growth and innovation**  
Increasing asset base and improved bottom line





Legal and Social  
Justice Services

# Strategy

## 2020 - 2025 Framework

Our  
VISION

Social Justice for All

To provide legal, advocacy and social services to vulnerable and marginalised members of our communities. To provide a voice and support to our clients through creating solutions together.

Our  
MISSION

### OUR OPERATING VALUES

- Dedication
- Open, honest and respectful communication
- Innovation and adaptability
- Collaboration
- Client focused services
- Driven and tenacious
- Accountability
- Balance

Improving  
more lives

- We ensure people are treated fairly and with dignity
- More people are seeking our services and warm referrals are increasing
- We enable inclusion through our legal and social support

- We have competent leadership and strong governance
- Our culture reflects our values. We are socially responsible
- Our people's wellbeing is a priority
- Our people engage in ongoing professional development
- We have open communication and hold one another accountable each day

Committed  
to service  
excellence

Respected  
nationally

- Our communities know who we are and actively utilise our support
- Our communities back us because they believe in what we are doing
- Our footprint and impact is expanding across regional Australia

- Our funding sources are diverse
- We are trusted with long term contracts
- We are good partners – reliable, collaborative and transparent

Business  
integrity and  
financial  
resilience

Improved  
efficiency

- We use effective processes and systems supported by integrated technology
- Our data is reliable and informs business directions
- Our reports articulate the impact and return of investment of our work, identifying regional needs and opportunities