



LUTHERAN CARE
Strategic Plan
2024 - 2027



Welcome



Our 2024-2027 Strategic Plan is designed to amplify our impact and inspire transformative change within our communities over the next three years. I am thrilled to share it on behalf of Lutheran Care's Board of Directors, Executive Team, staff and volunteers.

Built on the foundation of Lutheran Care's core values: social justice, inclusion, compassion and courage, this Strategic Plan is intentionally bold and aspirational by design and much more than a set of objectives. It is a vision for a brighter future that presents opportunities to support and uplift more individuals and communities, working to ensure no one is left behind. Our plan is not just a roadmap; it is a commitment to outcomes that reflect the needs of the people we serve and bring us closer to a society where we all can thrive.

Lutheran Care has firmly established itself as a leading sector agency, and now, through this strategy, we see an opportunity to not only dream big, but achieve big! Together, with your support and collaboration, we can make this vision a reality. Let us embark on this journey with hope, determination, and an unwavering commitment to making a lasting difference that changes lives and continues to build caring and resilient communities.

Rohan Feegrade
Chief Executive Officer

OUR VISION

God's love in action: care, compassion and social justice for all

OUR VALUES

Social Justice

We believe absolutely that everybody has the right to access the opportunities, support and services they need to lead a safe and fulfilling life. We are actively dedicated to ensuring that our staff, volunteers and clients feel heard, respected and well represented. We champion equity and advocacy and provide a voice for the voiceless.

Inclusion

We are a warm, open organisation that welcomes and embraces people of all cultures, abilities, genders, life stages, belief systems, sexual orientations and circumstances. We value these differences and believe we are united by a shared desire to lead positive lives and be a part of a strong, connected, supportive community where no one is left behind.

Compassion

We treat all people with dignity and respect. We don't pass judgement, and always work to understand people's situations – helping empower others to lead their best lives. Kindness and empathy guide our actions. We are supportive and always generous with our time, knowledge and efforts.

Courage

We are loud and proud when it comes to driving innovation for our sector. Ready to challenge the conventional wisdom, unafraid to disrupt and eager to change things up. We constantly strive for quality and excellence in delivering new and better ways to serve the changing needs of our clients and their families.



OUR COMMITMENT TO INCLUSION

Lutheran Care is dedicated to embracing and reflecting diversity within our communities, fostering an inclusive environment where discussions and decisions contribute to positive outcomes.



OUR COMMITMENT TO RECONCILIATION

We are deeply committed to progress our reconciliation journey with Aboriginal and Torres Strait Islander Peoples through genuine consultation and respectful interactions.





OUR STRATEGIC STATEMENT

Together we will change lives and build caring, resilient communities.

OUR STRATEGIC PILLARS

We are focused on what's **best for people** and meeting our clients where they are on their journey.

Best for People

We prioritise **growth for impact**, driven by evolving needs of people.

Growth for Impact

We will move with intent while ensuring our environmental, human and economic **sustainability** is interconnected.

Sustainability

Our **reputation and profile** are the footprints that lead people to choose Lutheran Care and enable us to advocate for change.

Reputation & Profile





Best for People

We will place people at the heart of everything we do.

- 1 Leverage lived experience to guide continuous improvement in all that we do.
- 2 Recruitment strategies intentionally focused on a high performing and diverse workforce in decision making roles.
- 3 Cultivate a safe place where people are encouraged to innovate and thrive.
- 4 Invest in tools to measure and understand our impact on people and services.



Growth for Impact

Our growth is intentionally focused on positively impacting the evolving needs of communities.

- 1 Increase service offerings through acquisitions, partnerships, and digital advancements.
- 2 Focus on transformative solutions that challenge the current housing crisis.
- 3 Increase our workforce capability to sustain strategic growth.



Sustainability

Reputation & Profile

We will develop a sustainability strategy focused on environmental, social and economic viability into the future.

We will leverage our reputation and profile to drive bold initiatives within the sector.

- 1 Diversification of revenue streams, exploring social impact funding and outcomes-based contracting.
- 2 Services and programs are designed using data, client voice and evidence to meet current and future needs.
- 3 Evaluate new initiatives working towards carbon neutrality in alignment with Government's strategic priorities.

- 1 Partner with likeminded organisations to strengthen collective impact with a whole of community approach.
- 2 We will lead by innovating and influencing government policy.
- 3 We will amplify our clients' voices through advocacy platforms to ensure ongoing confidence in the work of Lutheran Care.
- 4 Our brand is synonymous with service excellence and is instantly recognisable.



**LUTHERAN
CARE**

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