7 Mercy Care

Strategic Plan 2023

Our collective job is about shaping, creating and guiding a future state for MercyCare that is true to our heritage, story and mission and is contextual to today and tomorrow's environment.

We have developed this Plan knowing that our environment is everchanging and that we need to be flexible, adaptive and responsive to opportunities for further growth and development in this 'new world'.



We must strive to do ordinary things extraordinarily well.

— Catherine McAuley

Our key focus areas

Sustainability and Growth

We will continue to deliver quality services, underpinned by MercyCare's financial security



Service Quality, Impact and Outcomes

We will make a positive difference in people's lives

Integration and Connection

We will create a connected, integrated organisation across mission, governance, services and people



Engaging and Empowering People

We will create a positive, inclusive and empowered organisation where people want to work

Why are we growing?

MISSION

The 2023 Strategic Plan has been developed to replace the 2017 Growth Strategy. During the period of the plan MercyCare has an aspiration to continue to grow its services for the purposes of:



Increasing

Mission impact.



Achieving scale to enable appropriate **investment in quality**.



Strengthening a diverse financial position that supports sustainability.



The ability to invest back into **services and people** that will strengthen Mission capability.

Every person has an impact on the Strategic Plan

2023 Strategic Plan

> 3 Year Rolling Strategic Plan

Organisation Imperatives

Annual Organisation Level Objectives

Personal KPIs & Development

Individual objectives and development plan Directorate Plans

Annual Directorate
Level Objectives

As we work toward our goals, MercyCare's vision, mission, values and mission ethos shapers underpin everything we do.



Vision

For people and communities to thrive.



Mission

To bring compassion and justice to life and break cycles of significant disadvantage.

Values

Respect

We value the inherent worth of each person and the natural environment.

Integrity

We are honest, genuine, accountable and reliable.

Compassion

We respond with open hearts and minds to people's needs.

Justice

We recognise everyone's right to a fair share of resources and opportunities.

• Excellence

We strive for outstanding performance and creativity.

Courage

We promote a mind and spirit that faces up to and engages with challenges.

Mission Ethos Shapers



Person Centred Approach



Operational

Plans

Annual Business

Level Objectives

Aboriginal Reconciliation Journey and Pathway



Ecological Awareness and Behaviours



Safeguarding Children and Young People



Race Awareness and Cultural Diversity



The simple and most practical lesson I know is to resolve to **be good today**, but **better tomorrow**.

— Catherine McAuley

