



SHELTER
because housing matters

STRATEGIC PLAN 2019/22

VISION

Every Queenslanders has a home

PURPOSE

To lead the sector in solutions that address the housing and homelessness needs of vulnerable Queenslanders.

VALUES

ACCESS

EQUITY

PARTICIPATION

RIGHTS

DIVERSITY

INCLUSION

COLLABORATION

RECIPROCITY

RESPECT

AT Q SHELTER WE:

- **LEAD** by example and encourage the development of leaders
- **FOCUS** on quality, evidence, solutions, innovation and outcomes
- **FACILITATE** the involvement of people with a lived experience
- **WORK** in an agile way
- **CELEBRATE** the contribution and success of our team and others.

WE ACHIEVE RESULTS THROUGH:

- **A STRONG** organisational base and quality systems
- **DYNAMIC** networks, partnerships, and alliances with key stakeholders, expert friends, and members
- **EXCELLENT** governance
- **SKILLED** staff and contractors.

STRATEGIC OUTCOMES



SECTOR CAPACITY

We build sector capacity to deliver evidence-based solutions to housing and homelessness need.



INFLUENCE

We influence public policy and programs with the goal of achieving housing and homelessness solutions.



ORGANISATIONAL GROWTH AND AGILITY

We invest in our organisation's strength and growth as a base for delivering products and services to the sector.



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STRATEGY STATEMENTS



SECTOR CAPACITY

We build sector capacity to deliver evidence-based solutions to housing and homelessness need.

- **BUILD AND SUSTAIN** robust sector engagement activities, networks and structures.
- **FACILITATE** workforce development opportunities for and with housing and homelessness service providers.
- **PROVIDE BACKBONE SUPPORT** to care coordination groups.
- **SUSTAIN AND GROW** the Deck Resource Hub.



INFLUENCE

We influence public policy and programs with the goal of achieving housing and homelessness solutions.

- **DEVELOP AND COMMUNICATE** policy positions and program designs that contribute to housing growth and improved service delivery.
- **PARTICIPATE** in national strategic networks to achieve growth and sector strength.
- **BUILD RESEARCH PARTNERSHIPS** and undertake effective research activities to support policy and program improvements.



ORGANISATIONAL GROWTH AND AGILITY

We invest in our organisation's strength and growth as a base for delivering products and services to the sector.

- **ACHIEVE EXCELLENCE** in governance, accountability, strategic planning and board support.
- **BUILD AND SUSTAIN** a high-performing team underpinned by focussed operational plans and comprehensive policies and procedures.
- **ENSURE** assets, resources and equipment for optimal operations.
- **ACHIEVE** business growth and development.
- **BUILD AND SUSTAIN** effective partnerships.
- **ACHIEVE EFFECTIVE** communications and marketing of issues, information, events and performance.
- **GROW MEMBERSHIP** and the membership offering.