

2024-27 Strategic Plan Snapshot

Our Why

Represent our members; Not for Profit organisations delivering social and human services.

Our Scope

Ensure members are best equipped to support the social and economic participation of the individuals they serve.

Our Purpose

To empower members to change lives.

Our Strategic Goals

Provide Not for Profit sector leadership and act as the trusted authority and go-to for government and the sector on social and human services policy, decision-making, action and impact across critical determinants of social wellbeing including Jobs, Home, Learning, Health, Social Justice and Social Connection.



Build the capability and capacity of our members by

- Providing practical organisational support
- Enabling members to focus on outcomes and impact
- Offering value-adding products and services that meet identified member needs
- Enhancing member future-readiness



Foster sector alignment and strength by

- Activating focussed research, evaluation and validation of outcomes and impact
- Growing as a resource hub for connectivity and information sharing
- Reviewing and promoting the value of new and purpose-driven models
- Contributing to the development and sharing of strategic intelligence for the sector



Promote the value and impact of our sector by

- Being the unified voice of the sector
- Becoming the trusted advisor to governments
- Raising awareness of and Influencing government priorities
- Promoting the outcomes and impact of the sector
- Influencing future government investment in the sector
- Providing strategic insights for government and sector decision-making