



*Althea*  
PROJECTS  
*Supporting Townsville for 50 Years!*

# Strategic PLAN 2024-2028



## Our Values

### How we demonstrate our values:

#### Human Dignity and Respect

We treat everyone with tolerance, patience and goodwill and we are authentic and non-judgemental in all our engagements.

#### Diversity and Equity

Everyone is welcome and valued and their identity, beliefs and experiences are celebrated and shape the way we share information and insights.

#### Cultural Mindfulness

We acknowledge, respect and embrace Aboriginal and Torres Strait Islander peoples as our First Nations peoples of the lands in which we walk, work and live. We embed these traditions and histories into our practice frameworks and all that we do, along with all other cultures.

#### Accountability and Transparency

We are open and honest in our interactions, we communicate clearly and we courageously make and honour our commitments.

#### Success and Collaboration

We are flexible and creative, leading by example as we support and listen to each other, value teamwork and embrace diverse ideas to strengthen financial sustainability and exceptional business performance.



## Mission

To support and strengthen individuals, families, children, and young people so they experience social, emotional, physical and mental wellbeing and reach their full potential



## Vision

We believe that everyone deserves to feel safe, secure and supported so they can lead an independent and fulfilling life.

We achieve this through our diverse programs in child protection, family support, foster and kinship care and homelessness services.



## Capability Statement

Althea Projects is a leader in community service in Townsville, with fully-equipped and interconnected programs in child protection, fostering, homelessness and family support. Through these programs, we continually demonstrate our reputation for excellence, delivering compassionate, evidence-informed services, driven by best practice frameworks. As a preferred employer, we provide an inclusive, supportive work environment where every member of our team is empowered to make a meaningful impact. As a sustainable organisation, we are known for our commitment to innovation, environmental responsibility and a culture that values and celebrates every individual.

# Strategic Pillars

**01**

## Workforce

To secure a workforce that is of the optimal size, capability and composition to best meet the needs of our clients

- We are the preferred employer in the community and social services sector
- Our workforce reflects the diversity of our community
- Our workforce is stable, skilled and engaged
- Our workforce is of sufficient size and flexibility to deliver our services in line with our practice frameworks
- Our workforce comprises advocates for our organisation and services

**02**

## Impact

To develop and grow best practice, evidence-based services and programs that are culturally safe and that improve outcomes for individuals, families, children and young people

- Client outcomes meet needs
- Our practice frameworks are living documents that are current, understood and effective
- People who are vulnerable are strengthened through our service delivery
- We are recognised as leaders in delivering essential services to the community

**03**

## Growth and Sustainability

To foster an organisational growth mindset underpinned by financial resilience and sustainability

- Our infrastructure supports the team to work effectively and efficiently
- We actively pursue new and current opportunities to increase our impact and improve outcomes for individuals, families, children and young people
- Our financial strategy allows us to absorb shocks and continue to thrive
- Our environmental impact is reduced over the life of this Plan in line with community expectations and to ensure proactive compliance with anticipated government funding eligibility criteria

**04**

## Leadership and Governance

To be an ethical and accountable organisation

- Our constitution and governance structure supports the best-practice delivery of essential services to the community
- The organisation's activities are congruent with its risk appetite
- The privacy and dignity of our clients and staff is protected at all times