



# Northern Settlement Services Ltd.

## Strategic Plan 2021-2025

**Our Vision: a connected community  
where diversity defines and nourishes us**

**Our Mission: supporting and inspiring culturally diverse people  
and communities to overcome barriers and thrive**

### Our Values

Trust

Transparency

Respect

Collaboration

Creation

<b>IDENTITY:</b> we will be known and recognised as a trusted, responsive organisation	<b>ENABLING and CONNECTING:</b> we will support people and communities to live independent lives that they value	<b>VOICE:</b> we will support multicultural communities to have an effective voice and influence on decision-makers	<b>COMMUNITY HARMONY and RESILIENCE:</b> we will facilitate community participation and enhance community strength
<b>A1 Visibility:</b> we have a strong digital presence and effective marketing and communications	<b>B1 Responsive engagement:</b> we identify, support, engage and work effectively with multicultural people and communities	<b>C1 Enable community voices:</b> multicultural communities speak to government as individuals and collectively to bring about effective change	<b>D1 Community harmony:</b> events and partnerships that enrich community harmony are supported and facilitated
<b>A2 Trusted source:</b> we are recognised as a trusted source of community information and resources	<b>B2 Connect and collaborate:</b> we collaborate and partner to extend the impact of our work	<b>C2 Community insights:</b> the issues and aspirations of multicultural communities are part of public discussion	<b>D2 Community resilience:</b> the multicultural communities and people we serve and engage with are resilient and healthy
<b>A3 Regional presence:</b> we are an effective advocate and partner for regional multicultural communities	<b>B3 Effective services:</b> our services meet community needs and support change and independence in people's lives	<b>C3 Individual voices:</b> people from multicultural communities confidently speak up when treated unfairly or misunderstood	<b>D3 Community capacity and strength:</b> multicultural people and communities enhance their capacity and strength with our support
<b>A4 A great place to work and volunteer:</b> our workers and volunteers are supported, respected and well resourced	<b>B4 No wrong door:</b> people find what they need when they contact us	<b>C4 Our voices:</b> individuals and groups from multicultural communities have an active voice in our organisation	<b>D4 Active community members:</b> individuals in multicultural communities are effective advocates, resource people, leaders, mentors
<b>E1 Demonstrate impact:</b> the outcomes of our programs are measured, demonstrated and understood by our communities, funders and others			
<b>E2 Good governance:</b> our systems, training, culture and practices meet and exceed good practice			
<b>E3 Organisational resilience and capability:</b> we have the physical, financial, technological, professional and human resources necessary to achieve our mission and strategic directions now and into the future			