

# Strategic Plan 2023-2027



## Share in our roadmap to an even brighter future together.

This Strategic Plan is the product of many conversations. Through these conversations the Board has been keen to connect with the organisation's stakeholders to ensure our thinking about the future four years is as fully informed as possible, helping us envision where we need to be in four year's time; what people will need from us.

What has become clear is that we must cultivate agility so that we can continue to flourish, whatever comes our way. The future we've mapped out is the fruit of many conversations. We are planning from a place of fully understanding all that's expected of us, and exploring every possibility for delivering even better outcomes for every individual we support.

## Our core belief and purpose will be our compass.

As part of the development we have reviewed our core belief and purpose statements. We believe all people deserve to live a fulfilling life. Our purpose is to support people with lived experience and their families and carers, to grow in their social citizenship through our innovative, co-designed services and mental health sector leadership.

## How will know we have succeeded?

In 2027 we will have:

### **Embedded Lived Experience**

Our leadership and governance is guided by people with lived experience, and personal growth is prioritised.

### **Expanded Quality Services**

Co-designed and evidence based services provide evidence-based supports across our sites.

### **Improved Performance**

We make a tangible impact through evidence based practice and robust, efficient systems, processes, and digital infrastructure.

### **Developed a Cohesive Team**

Our diverse and inspired workforce is united by our foundational values to operate efficiently as one.

### **Integrated Thought Leadership**

We champion change in partnership with people with lived experience, their families and carers and contribute to system and sector transformation.

### **Delivered Financial Sustainability**

Our future security and sustainability is achieved by effectively utilising resources from various income streams.

## Our progress will be fuelled by:

### Performance

Strengthening our sustainability by enhancing the efficiency of our processes and systems, maintaining high standards of excellence and continuous improvement with KPI's, and fostering a cohesive team.

### Transformation

Building on our Digital Roadmap and Transformation Strategy, focussing on digital literacy and broader use of technology for enhancing service delivery and outcomes for people we support.

### Collaboration

Collaborating with health, social support, NDIS, and corporate industry partners positions us for navigating increasingly complex funding channels and staying competitive. Research alliances will continue to open doors to informing and influencing service development, sector policy, and decision-making.

### Governance & Impact Management

Developing our governance approach to explicitly support lived experience governance, and measure and monitor our culture, outcomes and impact. This will mean placing participant feedback at the centre of reporting, and progressing integration of evidence based psychosocial and clinical supports.

### Community Awareness

Deepening our roots in communities through meaningful engagement and strengthened relationships with community leaders and organisations, to expand our reach and accessibility of services where supports are most needed.



## To get to where we are going, our focus will be:



**Lived Experience,** the core of our belief, purpose and values.



**Expanding Quality Services,** co-designed to foster growth, recovery and belonging.



**Advocacy and Leadership,** amplifying the voice of lived experience to improve outcomes.



**Workforce and Culture** toward a uniquely blended workforce delivering holistic, relevant care.



**Sustainability and Resilience** fortified in ways aligned with our core beliefs and purpose.

## Stability in times of change

The success of the Strategic Plan is assured by being co-designed with people with lived experience. Together, we have carefully considered potential challenges that lie ahead, and identified the strategic pillars and supports required to position us for growth, and which prepare us well to continue to thrive, whatever comes our way.

Our proven ability to continually adapt, innovate, collaborate and build supportive communities, is what assists us to co-design and deliver recovery-focused trauma informed supports for people experiencing complex mental health issues, their families and carers.

Through expansion into the digital space and focusing on the digital literacy of our team and those we support, we will widen and extend the reach of our service, to where they are needed most.



'Importantly, lived experience remains at the centre of what we do. This plan consciously leads with that strategic pillar to ensure it is clear to everyone that contemporary mental health services must be person-led and co-designed with people with lived experience, and families and carers.'

**Prof. Elizabeth More AM**  
**Board Chair**



'A Strategic Plan help us to think about the future and how we can avail ourselves of the opportunities and anticipate the challenges. This plan helps us to envision a positive future, developing our capabilities to be able to grow, and to co-design and deliver sustainable person-led supports that assist people's recovery.'

**Mark Orr**  
**CEO**



# THANKS!



Flourish Australia is deeply grateful for the unwavering support and generosity of our donors, supporters, and the individuals who access our services as well as their families and carers.

## The door is always open

As we journey together, Flourish Australia welcomes your thoughts on our strategic approach to planning together for an even brighter future.

## Our Funders & Partners

Flourish Australia acknowledges and thanks the significant financial support from the following funders that allows us to do our work:

### Australian Government

- Department of Health and Aged Care
- Department of Social Services
- National Disability Insurance Agency

### NSW Government

- Hunter New England Local Health District
- Illawarra Shoalhaven Local Health District
- Murrumbidgee Local Health District
- Nepean Blue Mountains Local Health District
- NSW Health – Justice Health and Forensic Hospital Network
- NSW Ministry of Health
- South Eastern Sydney Local Health District
- Southern NSW Local Health District
- Sydney Local Health District
- Western NSW Local Health District
- Western Sydney Local Health District

### Queensland Government

- Queensland Health

### Other Funders

- ACT PHN
- Central and Eastern Sydney PHN
- HealthWISE New England North West
- Hunter New England and Central Coast PHN
- Hunter Primary Care
- Neami National
- Nepean Blue Mountains PHN
- One Door Mental Health
- South Eastern NSW PHN
- South Western Sydney PHN
- Western NSW PHN
- Western Sydney PHN
- SVA Nominees Pty Ltd as trustee of the Resolve SBB Trust

Flourish Australia receives funding from the Australian, New South Wales and Queensland Governments.