

# Strategic Plan 2021-2023

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## Our ultimate purpose

Keep kids **safe** and out of trouble

Create opportunities in employment and training so they can reach their **full potential**

Never stop telling **their story**

## Mission

We will do **whatever it takes**, for however long, no matter how hard.

## Vision

No young person is **forgotten**.  
No young person is **left behind**.

## Goals

Our Services	Our Team	Our Influence	Our Systems	Our Resources
Deliver services in an authentic and real way.	Be a trusted employer who will give our people a fair go.	Be recognised, trusted and respected as a leader in youth.	Have clear systems to facilitate effective management and governance.	Expand our resources to ensure financial stability.

## Strategies

Our Services	Our Team	Our Influence	Our Systems	Our Resources
Deliver crisis and outreach support that makes a difference to even the toughest of young people.	Create an environment that values and cares for our people.	Be an advocate and have the biggest voice for our youth who need it.	Use fit for purpose systems that meet our needs.	Create a sustainable business model including best practice financial management.
Deliver employment opportunities and skills training through Emerge Café.	Keep our team safe and well.	Have a well-recognised brand that we are proud of.	Deliver WH&S at the highest standard.	Deliver a profitable, adaptable and diverse hospitality business through Emerge Café.
Provide mentoring and support to young people on their journey to a better life.	Develop an active, engaged and influential management committee.	Develop a partnership base, including volunteers, that gives us a greater impact.	Develop and maintain good governance in line with expectations.	Develop the breadth of our income streams.

# Our values

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## We leave no-one behind

We **reach out** to as many young people as possible who don't have a safe place to sleep and **help them** work on a plan to resolve their situation. We will **shine a light** for those who have lost their way.

## We don't give up

We are proud of what we do and know it **makes a difference** in young people's lives. Even when it is hard, we will do **whatever it takes** to help those who need us and **we won't give up**.

## We will keep talking

We **honour** young people's stories and know that every journey is unique and important. We will **never stop sharing** their stories of adversity, courage and hope in our quest for **justice and a fair go**.

## We don't judge

We **respect all people** and their journeys. We create a place that is safe, inclusive and non-judgemental. **Everyone is welcome**. Who you are and where you are at is where we start.

## We embrace the village

We **share the struggle** and know we are not alone. We accept help and encouragement and know that **our community is our comrade**. We find ways to **work together** for better solutions. We make **allies and friends**.