

# STRATEGIC PLAN 2023-2028

VISION  
MISSION  
VALUES  
OUR WORK  
DIRECTIONS

# Acknowledgement of Country

Wombat recognises that we work on countries for which Aboriginal people and their ancestors have been custodians for thousands of years.

Our offices and services operate on the lands of the Wurundjeri people of the Kulin nation and Wombat acknowledges First Nations people as the traditional custodians of the land we work on.

## **Vision**

For people of all ages to have access to safe, dignified and secure housing - and the support they need to keep their homes and fully participate in the community.

## **Mission**

Wombat supports people who are homeless or at risk of homelessness in and around Melbourne's West. Wombat delivers high-quality support services and is a leading advocate to reduce homelessness and ensure a fair housing system.

# Values

## Responsiveness

We endeavor to respond to the individual needs of people seeking our support and provide a flexible approach where possible.

## Authenticity

We place high value on being honest, genuine and communicating as directly and clearly as possible.

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## Connection

We foster connection, warmth and good humour within our organisation and in our dealings with others.

## Accountability

We endeavor to be open, transparent and accountable to each other, to the people who use our services, to the government and to the wider community,

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## Innovation

We are open to new ideas and embrace change. We will continue to explore new and innovative service delivery models and advocacy strategies. We acknowledge success and failure to learn from both.

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# Our Work

Wombat provides a range of support services in and around Melbourne's West to young people, individuals and families experiencing, or at risk of experiencing homelessness.

The support provided by Wombat aims to assist clients to access and maintain long-term accommodation utilising the housing options available to them. Where appropriate our work includes short-term early intervention to prevent homelessness. This can include advocacy and the provision of relevant housing-related information.

Support is provided by using a Case Management model which is informed by clients identifying their goals and needs in a case plan. Wombat Case Managers and their clients work together on the case plans and create links to ongoing community support. All Wombat's programs tailor support to meet an individuals needs.

Wombat is well placed in the local community and develops strong networks to enrich place-based outreach responses. Wombat's nimbleness and

size allows it to respond flexibly, creatively and rapidly to broader community crises as needed.

Wombat develops service responses informed by people with lived experience of homelessness and works with government and philanthropic partners to deliver innovative projects particularly in the areas of diversity, inclusion and information technology. These projects foster independence and autonomy.

Wombat works within the sector, advocating strongly for service system improvement actively searching out and supporting mechanisms and partnerships seeking to develop resources where there are identified gaps. This work is further enhanced by Wombat's auspice of the Western Homelessness Network (WHN).

# Directions

**1.**

## **Deliver**

Deliver effective, safe, inclusive, accessible and coordinated services that meet the diverse needs of communities we work with.

**2.**

## **Innovate**

Respond to emerging needs across public, community and private housing tenures, investing in ourselves to ensure we remain nimble, flexible and innovative.

**3.**

## **Share**

Contribute to sector partnerships and system reform in order to enhance Wombat's community impact.

**4.**

## **Sustain**

Ensure Wombat is a strong and sustainable organisation, to enable long term impact.

# 1.

## **Deliver**

Deliver effective, safe, inclusive, accessible and coordinated services that meet the diverse needs of communities we work with.

- Tailored, individualised services that effectively meet the specific needs of everyone that we help, whether that be support to live independently or finding, obtaining or maintaining suitable long-term housing.
- Risk assessment and safety prioritised for all service users, which include young people, single adults, couples and families, including those with children.
- Service accessibility addressed, particularly for groups that may experience multiple and compounding barriers to access.



## 2.

### **Innovate**

Respond to emerging needs across public, community and private housing tenures, investing in ourselves to ensure we remain nimble, flexible and innovative.

- Service users report satisfaction with Wombat's services and their experiences inform service improvement.
- Referral agencies express confidence in the quality of Wombat's service delivery.
- Sector bodies and partners seek out relationships with Wombat and are confident about Wombat's level of adaptation to the dynamic external environment and the changing needs of service provision.
- Effective working relationships with government agencies and housing providers lead to opportunities to deliver pilots and new programs.
- Demonstrate capability to respond to natural disasters/sudden events.

### 3.

## Share

Contribute to sector partnerships and system reform in order to enhance Wombat's community impact.

- Active engagement, including reciprocal partnerships, within the sector regarding service design, demand, delivery and scope, improving referral processes and coordination of housing service delivery.
- Collaborative advocacy for increased emergency, transitional and long-term housing supply.
- Provide resources for the housing and homelessness sector and organisations that serve people at risk of homelessness, to provide safe and inclusive services. Our focus is on groups that may experience multiple or compounding barriers to safety.
- Actively contribute to government reform processes and policy development.
- Wombat's resources are informed by people with lived experience of homelessness.

## 4.

### **Sustain**

Ensure Wombat is a strong and sustainable organisation, to enable long term impact.

- An employer of choice with a flexible working environment that retains experienced staff and prioritises resources to provide supervision and training that encourage professional development and employee job satisfaction.
- Our use of information technology supports efficient and productive delivery of our activities.
- Capture and communicate diverse sources of data/evidence to promote our work and demonstrate impact.
- Demonstrate good governance, planning and monitoring to sustain our organisation.