



OUR MISSION

Inspired by the spirit of the Daughters of Charity, St Mary's House of Welcome seeks to further social justice by standing with people who are disadvantaged offering support, solutions, and hope.



PILLARS

COLLABORATION

SMHOW fosters respectful collaborative relationships between service users, staff, and other agencies in the furtherance of our aims. We understand that outcomes and impact can be multiplied when working with others. The coming together of these voices will keep our work centered on the authentic needs of our community.

COMMUNITY

SMHOW is a place of welcome and safety whilst recognising its role in advocating and creating opportunities for the people it supports.

HUMAN RIGHTS

SMHOW has at the centre of its purpose upholding the rights of the people it supports by offering conversation, and relationships and connecting to relevant services in an environment of welcome, respect and hope.

STEWARDSHIP

SMHOW utilises all of its resources to maximise the potential of the people it supports whilst recognising the need to maintain its financial and regulatory responsibilities.



GOALS

**COLLABORATION -
ENGAGEMENT AND CONNECTION**



**COMMUNITY -
CULTURE AND COMMUNITY**



**HUMAN RIGHTS -
QUALITY, IMPACT & ADVOCACY**



**STEWARDSHIP -
SUSTAINABLE OPERATIONS**



STRATEGIC OBJECTIVES

- 1.1 Participate in the Yarra Zero homelessness community of practice to measurably impact homelessness across the municipality
- 1.2 Strengthen government, and other agency relationships
- 1.3 Identify key partnerships in our engagement service
- 1.4 Grow and develop our donor, supporter and volunteer community

- 2.1 Ensure services and practices to provide for needs of service users
- 2.2 Provide a safe work environment for all staff, volunteers and service users/ NDIS participants and visitors
- 2.3 To foster workplace culture where employees, volunteers feel trusted and respected
- 2.4 Grow and develop our diversity and inclusion culture

- 3.1 Incorporate voice of people with lived and living experience of homelessness and disability in our Service User Council forum
- 3.2 Adopt the new QIC quality standards for Homeless service
- 3.3 Raise brand awareness and donor loyalty
- 3.4 Strengthen our data, research and evaluation and advocacy

- 4.1 Financial sustainability to deliver to mission
- 4.2 Grow new funding income and planned growth
- 4.3 Invest in capability of staff and volunteers
- 4.4 Strengthen reputation and impact