

Strategic Plan 2024-2027



Our Mission

WERS provides emergency relief assistance, information and support services to the local community.



Our Vision

Alleviating the impact of poverty and social injustice to create a fairer community.



Our Values

Fairness

Our services and resources are provided inclusively, equitably and fairly to anyone in need within the City of Whitehorse.

Empowerment

Our support provides opportunity for clients to make their own choices that positively impact their future.

Respect

We seek to understand the experiences, needs and options from our clients perspectives through a confidential and compassionate approach.

Integrity

We act with transparency and accountability to our funding bodies, clients and other stakeholders while seeking continuous improvement.

Collaboration

We work together in a cooperative environment to achieve the best outcomes for our clients.



Strategic Plan

Visibility

We will be recognised as a leading organisation within the City of Whitehorse for the provision of community information, emergency relief, referral and support

- Maintain a strong, accessible physical and online presence that keeps us visible and approachable to all members of the community.
- Provide services that are inclusive, respectful and accessible to all.
- Ensure a broad range of support and service options are available to our clients by leveraging our strategic networks and community partnerships.

Capability

We will be known for providing services that are effective and for the benefit of all clients.

- Maintain and continue to build a skilled volunteer team, equipped to make a meaningful and effective impact on our clients' lives
- Create a safe, inclusive, and supportive environment that fosters well-being for both our volunteers and clients

Capacity

We will maintain and strengthen our capacity to effectively support our volunteers and serve our clients.

- Ensure we have the necessary technology, facilities, and resources to deliver the desired services promptly and efficiently
- Maintain and improve sustainable practices to optimise resource allocation and maximise client benefit

Governance

We will provide effective, strategic and skilled governance with integrity and commitment to providing the best service for our clients.

- Maintain relevant, robust and up-to-date policies, processes and systems to support effective service delivery, legislative compliance and ongoing improvement
- Provide skilled financial management and oversight of the budget at all times
- Ensure our community partnerships are clearly documented, transparent and in the best interests of our volunteers and the clients we serve
- Encourage a culture of creativity and innovation throughout the organisation