

ACKNOWLEDGEMENT OF COUNTRY

ARA acknowledges the Kurna people as the custodians of the Adelaide Plains and recognise the importance of their heritage and cultural beliefs. We also pay our respect to the elders, past present and emerging.

OUR VISION

Is a fair and equitable society where all communities can fulfil their potential.

OUR PURPOSE

Is to support newly arrived communities and individuals, empowering them to participate actively in all aspects of life in Australia.

HOW WE WORK

Building on over 45 years of settlement service delivery, we provide client and community centred services, bringing local solutions to short and long-term term settlement challenges.

OUR VALUES

Our lived values are how we deliver our strategic goals.



WE CARE

We put the people we support first, actively listening and seeking to understand. We treat everyone with respect and consider the impact that our words and actions may have.



WE SHOW COURAGE

We are responsive and take the initiative to address challenges, seek new opportunities, and deal positively with change and uncertainty. We aim to improve by learning from successes and failures, using data and evidence to guide our decisions, and remaining curious and optimistic.



WE ARE A COMMUNITY

We know the best outcomes arise from diversity and inclusivity of thought, and participation. Our effectiveness comes from our relationships with communities, collaboration with others, and teamwork.

TARGET/FOCUS COHORTS 2022-2025



STRATEGIC PRIORITIES

GOAL ONE

STRATEGIC PRIORITY 1:

Our services and programs are comprehensive, integrated and needs based

ARA's core business is the provision of settlement services to newly arrived individuals and communities

Goal 1.1

Implementation of a client led and client centred service model

Goal 1.2

Expansion of sustainable, niche, and diversified services

Goal 1.3

Active community engagement

EXPECTED OUTCOMES:

- Vulnerable cohorts and communities will have increased access to services and resources not offered through SETS and SIS.
- ARA will have comprehensive, client-entred programming in place, using an interconnected and collaborative service delivery model which considers the entire life cycle of an individual and accommodates varying and complex needs (including youth, health, disability, mental health, ageing).
- ARA will have a contemporary and consultative community engagement model.

GOAL TWO

STRATEGIC PRIORITY 2: Maintain a healthy and sustainable organisation

Maintaining organisational capacity enables ARA to achieve its purpose

Goal 2.1

Improved business processes across the organisation

Goal 2.2

Adoption of National Settlement Competency Standards for all client focussed roles

Goal 2.3

People, culture and wellbeing framework developed for all staff and volunteers

Goal 2.4

Improved long-term forecasting and financial reporting capability

Goal 2.5

Diversification and growth of funding streams

EXPECTED OUTCOMES:

- While maintaining the heart of the organisation, ARA will use more contemporary, effective, user-friendly, and streamlined business processes.
- Organisational processes and staff will meet and adhere to the national competency standards for the settlement sector ensuring safe and effective service delivery.
- ARA will create a conducive environment for our team which encourages learning and growth and strengthens organisational culture.
- ARA will identify and optimise opportunities for growth and diversification of programs and income.

GOAL THREE

STRATEGIC PRIORITY 3: Contribute to and influencing the external environment

ARA has a key role in championing the rights and needs of refugees, asylum seekers and new and emerging communities and advocates with newly arrived communities on settlement issues.

Goal 3.1

Maintain a relevant brand

Goal 3.2

Maintain and expand effective partnerships with communities

Goal 3.3

Effective stakeholder communications

EXPECTED OUTCOMES:

- ARA's stakeholders will be informed and aware of services, functions and supports in place with a meaningful communications portfolio.
- ARA will collaborate with partners and stakeholders to advocate for and address the needs of our client cohorts and communities.
- Opportunities for communication and collaboration across the sector will be created to ensure challenges and barriers to successful settlement are discussed and addressed.