

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 to the living Kurna people today. 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 and each other with respect and consider the impact that our words and actions may have.



WE SHOW COURAGE

We are responsive and initiative-taking in facing challenges, seeking new opportunities, and dealing positively with change and uncertainty. We aim to improve – learning from successes and failures, using data and evidence to guide our decisions, being curious and optimistic.



WE ARE A COMMUNITY

We know the best outcomes come from diversity and inclusivity of thought, and participation. Our ability to be effective comes from our relationships with communities, collaboration with others, and teamwork.

TARGET/FOCUS COHORTS 2022-2025



STRATEGIC PRIORITIES



Our services and programs are comprehensive, integrated and needs based

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



Maintain a healthy and sustainable organisation

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



Contribute to and influencing the external environment

Goal 3.1
Maintain a relevant brand

Goal 3.2
Maintain and expand effective partnerships with communities

Goal 3.3
Effective stakeholder communications