

Strategic Plan 2024-2027



CoastShelter

Our Vision.

A community where everyone has a safe place to call home and is empowered to thrive.

Our Mission.

To deliver person centred services to people in crisis, experiencing homelessness or domestic and family violence.

Total Inclusion & Equality.

Coast Shelter acknowledges the Darkinjung people, the custodians of the land on which we work, live and gather, and we recognise their continuing connection to land, water and community. We pay respect to Elders past and present and the emerging young leaders of tomorrow.

Coast Shelter is proudly committed to diversity and social inclusion, incorporating Aboriginal and Torres Strait Islander peoples, those who identify as LGBTQIA+, people who live with disability, and those from culturally and linguistically diverse backgrounds.



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Our Values.



Trust

"We strive to deepen client and stakeholder trust through the quality of our service delivery and our responsiveness and accountability in everything we do."



Innovation

"We are creative and adaptive, we explore out of the box ways to solve challenges."



Respect

"We deeply value humanity – it inspires us to be real with one another, inclusive and accepting of each others differences."



Connection

"We build and maintain strong connections with our clients, co-workers and the community to expand our network of support and create a greater impact on the Central Coast."

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What we do.



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Our Guiding Principles.

Coast Shelter is a leader in the homelessness sector delivering ongoing, sustained and targeted campaigns advocating for Government to deliver the interventions and solutions needed to address the issues.

Coast Shelter delivers trauma informed care to clients who are homeless or at risk of homelessness and domestic and family violence to enable them to live their best life.

We recognise the role that trauma plays in the day to day lives of the people we support and we provide a trauma informed culture where people feel safe and supported.

Living their best life means improving satisfaction with their standard of living, health, achievements in life, personal relationships, how safe they feel, community connection and future security. We are committed to providing a supportive, consistent and predictable level of care for people and supporting them to live their best life.



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Strategic Focus Area 1.

People are at the heart of our work.

Our people centred evidence based services and programs are for members of our community facing homelessness, domestic and family violence or need our support to assist them navigate some of the most difficult times in their lives.

Our objectives:

- Build our capacity to double the number of clients supported by 2028
- Ensure our client participation numbers are in line with our targets for our programs
- Coast Shelter team members build trust and rapport with clients and partners to build confidence in our programs
- Create teams that work together to ensure our programs continue to be person centred, trauma informed and following best practice
- Recruit the right people with relevant experience and qualifications whose values and purpose align with ours



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Strategic Focus Area 2.

A compassionate, high-performing team.

Our aim is to create a great place to work at Coast Shelter for our team, with our values of Trust, Respect, Connection and Innovation being the foundations of who we are.

To support our clients to thrive, it is essential Coast Shelter is a place where our team members can thrive.

Our objectives:

- To source & attract the very best, diverse talent
- Increase capacity, collaboration and performance of our people
- A focus on development, wellbeing and safety
- First Nations relationships strengthened through our Reconciliation Action Plan



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Strategic Focus Area 3.

Building strong community relationships & partnerships.

To achieve our mission and expand our reach we will continue to build and strengthen our strong community relationships and partnerships.

Our objectives:

- Increase positive engagement among our key stakeholders, including donors, corporate partners, volunteers, clients & team members
- Build a sustainable fundraising strategy
- Expand and develop corporate and community partnerships
- Be an active participant and partner in relevant stakeholder working groups, forums and events
- Use storytelling to increase awareness of the impact of Coast Shelter
- Build capacity for client voice and lived expertise across the organisation



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Strategic Focus Area 4.

Demonstrating good stewardship.

Coast Shelter has the capacity to grow and increase our impact across our community. We recognise to increase our impact we must be recognised as good stewards of our limited resources.

Our objectives:

- Drive best practice operational effectiveness and efficiencies
- Ensure governance, risk, compliance and procurement are best practice
- Seek unrestricted revenue diversification to grow our reach



