

OUR VISION

Women and their children live safe and happy lives in their own homes and community.

OUR PURPOSE

Creating Havens of hope for women and their children escaping family violence. Through a fully equipped and comfortable home, women are empowered to re-establish stability, independence and connect to their community.

OUR VALUES

- H** ... *HOPE* ... We work together to create and demonstrate hope of a future for women and children free from violence.
- A** ... *AGILITY* ... We are adaptable, flexible and responsive. We harness and mobilise community skills and contributions to address needs and raise awareness. We partner and connect with others to maximise impact.
- V** ... *VOICE* ... Women and their children are empowered through their engagement with us, their voices inform our work. we learn through listening to all our stakeholders.
- E** ... *ENVIRONMENTAL RESPONSIBILITY* ... We contribute to the sustainability of our environment by re-homing used goods which reduces waste.
- N** ... *NURTURING* ... We create nurturing and comfortable Havens. Our team approach draws on a community of support assisting women and their children to thrive in their home knowing they are surrounded by a compassionate and understanding community.

FIVE YEAR STRATEGY

You Matter's strategic goal is that every eligible woman can access our service in the Northern & Eastern Melbourne regions.

STRATEGIC FOCUS 2023-24

To build capabilities that will support a sustainable and scalable organisation for the longer term.

Strategic Pillars & characteristics for 2023-24

1. Capacity building

Operational excellence in all support functions

Efficient & effective governance, operational systems, processes

2. Sustainable revenue

Reliable income across a spectrum of sources

Sufficient income to enable modest growth in Havens

3. Impacts & insights

Seamless & valued experience of women leaving family violence

Seamless & valued experience of family violence agencies

Positive experience of donors

Continuous improvement in service design & delivery informed by evidence & best practice

Advocacy efforts supported by accessible impact data

Positive environmental impact through re-homed second-hand goods & strong environmental practices in our operations

4. Strategic partnerships

Mutually beneficial relationships which enhance our service & align with our values

5. People & culture

Supportive & productive team culture

Focus on performance & service delivery

Our Theory of Change

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OUR WORK

Sourcing items from community
Managing warehouse logistics

Coordinating service with family violence agencies
Setting up Havens

Building partnerships with businesses, community groups & schools
Fundraising & awareness raising

Volunteer coordination

OUR OUTCOMES

Direct

Women feel comfortable in their Haven

Women feel heard & understood

Women can better meet their children's needs

Volunteers, donors & businesses have the opportunity to contribute time, skill & money to support women & their children

Family violence support agency staff have more time & are better able to meet their clients' needs

Community has the opportunity to donate goods

Indirect

Women experience a sense of stability

Women are empowered to rebuild their lives

Women & their children feel supported by & connected to the community

Volunteers & donors are satisfied that their contributions are making a difference

Family violence support agencies are able to provide a responsive, person-centred service

Avoided landfill impact from donated goods

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