

**OUR VISION** *That no older person is homeless, isolated or without purpose*

**OUR MISSION** *We engage the community to empower older people live independent, purposeful and connected lives.*

**OUR APPROACH**

- Increasing client access to services
- Creating an evidence-based learning environment
- Building partnerships and engaging communities
- Creating sustainability and growth
- Advocating for change

**OUR PRINCIPLES**

- A “housing first” approach to reducing homelessness
- Linking vulnerable older people to relevant services
- Enhance the lives of older people through helping them to find a job or purpose
- All programs contribute to the Age Matters Theory of Change.

**OUR VALUES**

For all people and all services, we:

- are inclusive
- protect Elders’ rights
- are transparent and honest
- promote equity of access
- operate with Integrity, Respect and Trust

**STRATEGIC PRIORITY 1**

We take a Housing First approach to reducing homelessness.

**STRATEGIC PRIORITY 2**

Link vulnerable older people to relevant services as a proactive and early intervention.

**STRATEGIC PRIORITY 3**

Enhance the lives of older people through helping them to find a job or purpose.

**STRATEGIC PRIORITY 4**

We will increase awareness of our social impact program to drive sustainability and growth.

**Programs**

- Assistance with Care & Housing (ACH)
- Social Housing & Rentals (PICBI/Gunyah)
- Referrals, screening and partnerships

- Service Linkage
- Booraja Aboriginal Home Care
- Ongoing Case Management
- Hoarding & Squalor
- Referrals, screening and partnerships

- Volunteering
- Mature Workforce Participation

- Grant submissions
- Community fundraising
- Corporate engagement
- Awareness, engagement and advocacy

## We will deliver Appropriate Services

- |   |  |   |   |
|---|--|---|---|
| <ul style="list-style-type: none"> <li>• Increase client access to programs</li> <li>• Individuals are supported by addressing their unique needs Supporting people into safe, suitable and affordable housing</li> <li>• Creating and maintaining strong and impactful partnerships</li> <li>• Having the right knowledge, networks and experience to promote positive outcomes</li> </ul> | <ul style="list-style-type: none"> <li>• Increase the number of clients receiving services</li> <li>• Achieve improvements in client outcomes</li> <li>• Build a network of referral organisations we partner with</li> <li>• Increase security of tenure for clients</li> <li>• Integrate our clients into community</li> <li>• Creating and maintaining strong and impactful partnerships</li> <li>• Having the right knowledge, networks and experience to promote positive outcomes</li> </ul> | <ul style="list-style-type: none"> <li>• Minimising barriers to workplace participation for older people</li> <li>• Strategically leading more opportunities for meaningful contribution</li> <li>• Increase the number of volunteer-led programs</li> <li>• Increase older people's participation in volunteering</li> </ul> | <ul style="list-style-type: none"> <li>• Philanthropy and other bodies fund service provision that delivers on our Theory of Change</li> <li>• Communities engage with our vision to assist in building our profit, relationships and reputation</li> <li>• We promote our brand, vision, purpose and values</li> <li>• Stories are shared of the lives impacted and communities improved</li> <li>• We advocate across a range of stakeholder environments to drive system level change</li> <li>• Evidence is used to test our assumptions</li> </ul> |
|---|--|---|---|

## Creating Measurable Improvements in

- Safety
- Social networks, empowerment, resilience
- Employment participation

Leading to better mental health, life satisfaction and social inclusion for our clients.

### Sustainability:

- We are able to offset operational expenses
- We manage our resources effectively for greatest impact

### Growth:

- |                       |                |
|-----------------------|----------------|
| • Quality of Services | 12 – 18 months |
| • Geography           | 12 – 24 months |
| • Number of Services  | 24 – 36 months |

Which will lead to engaged communities and measureable improvements social outcomes for the populations we work in.

## Creating an Impact

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Vulnerable older people regain independence and control</li> <li>• Service partners build capacity to assist our vulnerable older people</li> </ul> | <ul style="list-style-type: none"> <li>• We are building purposeful partnerships to achieve our goals</li> <li>• We advocate for change</li> <li>• Our work is based on evidence which supports our actions</li> <li>• We will be a sustainable, solution-oriented social impact organisation</li> <li>• We will deliver our services efficiently with the right knowledge, networks and experience to promote positive change</li> </ul> |
|--|---|

**We achieve this by**

Increasing client access to Age Matters services

Creating an evidence-based learning environment

Building partnerships

Creating Age Matters sustainability and growth

Advocating for change

**Across three need-based priority areas**

Provide disadvantaged older Australians with access to supported housing

Assistance with care & housing    Social housing & rentals    Pathways model

Link disadvantaged older Australians to relevant services

Service linkage    Community design    Integrated Aboriginal home care

Enhance the lives of older Australians through social and civic participation

Mature workforce participation    Career Check Up Expo    Age Matters Volunteering program

**Through the provision of**

Appropriate services for our clients

**Which will create measurable improvements in**

Safety

Social networks | Empowerment | Resilience

Employment participation

**Which will lead to**

Better mental health, life satisfaction and social inclusion for our clients

**We will leverage this evidence to**

Increase awareness of our Social Impact Program to drive sustainability and growth

**Which will create**

**SOCIAL IMPACT: MEASURABLE IMPROVEMENTS IN SOCIAL OUTCOMES FOR THE POPULATIONS WE WORK IN**

**Our enablers**

- Sufficient evidence to support most programs
- Assistance with Care and Housing coordinator
- Collaborative relationships are in place or are being developed
- Strong support from Age Matters partners
- Standardisation of processes
- IRT Volunteers
- IRT Group Corporate Services
- IRT People and culture

**We will use evidence to test our assumptions**

- We have the right knowledge, networks and experience to promote positive change
- Our partners have the resources to replicate our work
- Our advice and knowledge we provide is adopted by appropriate organisations
- Programs we develop and tested will be replicable in other contexts
- Our programs will produce the anticipated outcomes and impact