



# K Strategic Plan

2023 ▶ 2025



you can. we can.



# Foreword

Karakan has supported and advocated for people with mental health needs throughout the South Brisbane and Logan region for more than 50 years, through providing a range of community-based psychosocial supports and services designed to empower people to build resilience and live meaningful lives.

Together, we are on a serious mission to identify how we can more holistically support people with mental health needs to have greater opportunity for social and economic participation in the community, making it inclusive and accessible to all. We are dedicated to empowering individuals, reducing stigma surrounding mental health, and fostering a more accepting and supportive community while supporting individuals build resilience in their lives.

We believe that recovery is both unique and individual and our commitment to supporting people through their personal recovery journey in a person-centred way is unwavering. We seek to provide services that support individuals to build independence and self-determination.

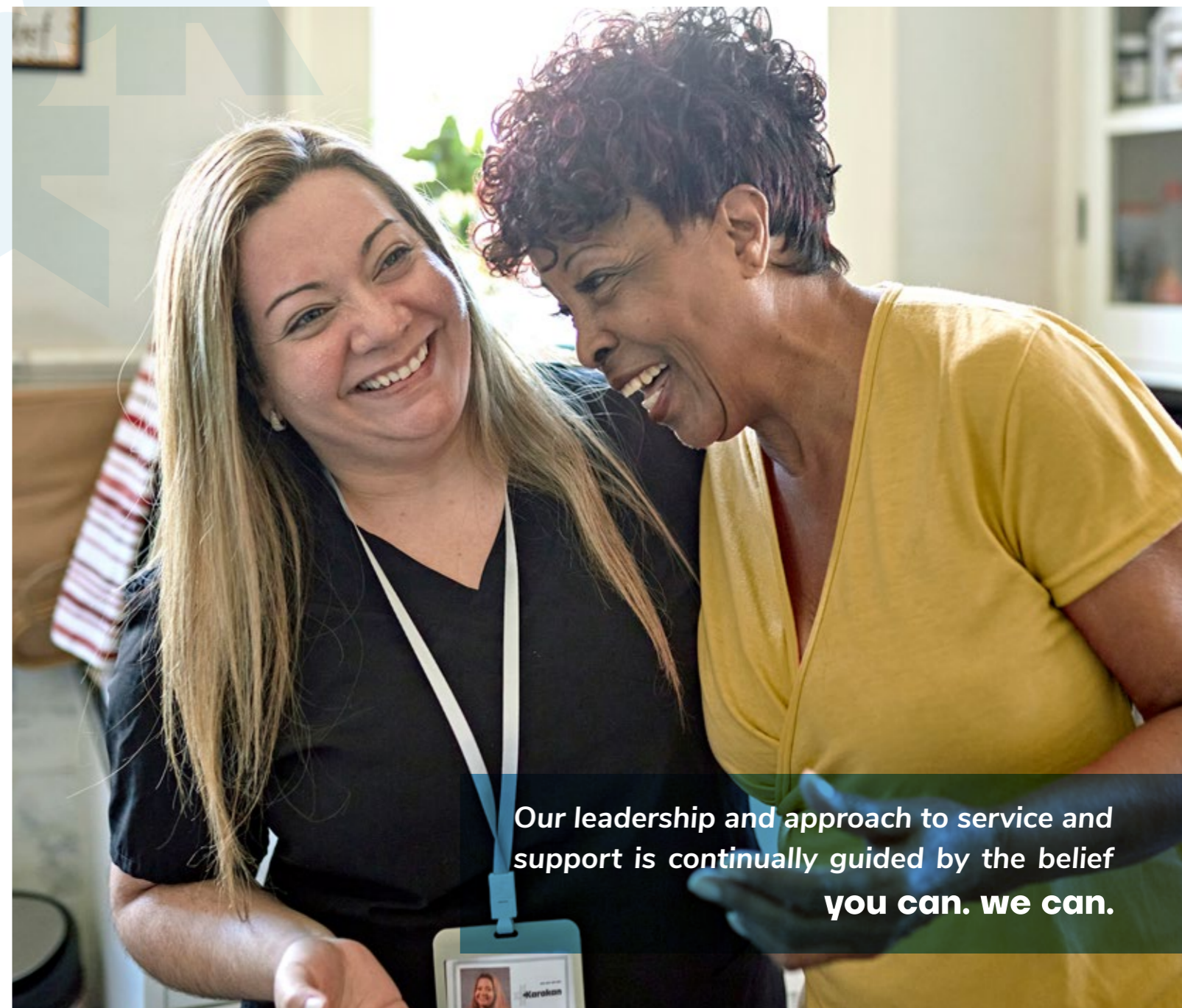
Our leadership and approach to service and support is continually guided by the belief "YOU CAN. WE CAN." This speaks to the unique strength and importance that

we recognise in each individual as well as the power of the collective as we work together to build an inclusive community.

At Karakan our people are our greatest asset. Our staff are fuelled by a genuine commitment to help support people meet their needs and experience meaningful outcomes in their lives through providing high quality, recovery-oriented, person-centred support.

We are committed to taking action to move our organisation forward with confidence to meet the needs of people with mental health and disability, as well as face the challenges that we are navigating as a sector. We continue to evolve our strategic plan to reflect contemporary thinking, capability and service and we continue to be guided and inspired by our values of inclusion, connection and resilience as the foundations of our leadership, culture and services.

We look forward with optimism and a determined focus to increase our capacity to help people with mental health needs build resilience so we can live life better together.



**Our leadership and approach to service and support is continually guided by the belief you can. we can.**



# Organisational Overview

## OUR VISION

Our vision is inspired by our grassroots community connections and voices of lived experiences.

Our Vision is an Australia, where people with mental health needs are included and valued.

## OUR MISSION

Helping people with mental health needs to build resilience and live life better, together.

Our services are centred around our three core values of inclusion, connection, and resilience.

## OUR GUIDING PRINCIPLES

Karakan is a vibrant and sustainable organisation that was established to support people with mental health needs including those who have a disability, to gain identity, connection, and independence within their communities.

Our guiding principles articulate the beliefs and commitments that form the basis of our organisational culture and practice and are visible in our leadership, strategic planning and daily work. They uphold our values and serve as a beacon for the organisation to govern.

Our guiding principles also determine the direction we take in continuously improving our services to meet the needs of people and the quality standards against which we measure our performance.

- We uphold, protect and safeguard human rights.
- We ensure our services are inclusive and accessible to all individuals.
- We listen to the honest and real voice of our people and action change.
- We are committed to achieving outcomes and impact guided by positive measurable actions.
- We drive social innovation and challenge the norm.
- We promote and support a culture of learning and development.
- We are committed to continuous quality improvement.
- We value lived experience and choices of people with mental health needs.
- We focus on recovery-oriented practices responsive to individual needs.
- We aim to provide coordinated support across our services in a safe and effective manner.



Helping people with mental health needs to build resilience and live life better, together.

## Positioning Statement

We are excited to present Karakan's Strategic Plan 2023-25 which outlines the priorities for our organisation during a time of development for our organisation and in context of a challenging sector environment.

The Strategic Plan is focused on high-level objectives and strategies and is underpinned by an Operational Plan that will ensure strategic alignment, focus and accountability as we seek to work towards our strategic direction, whilst remaining agile and adaptive to respond to needs and opportunities in an ever-changing environment.

Supported by a governance framework that integrates risk and quality management, Karakan will invest in and drive innovation, growth and a continuous improvement culture across the organisation, all with the aim to increase value

with and for our staff, customers and the community that we work with.

Our service design and delivery will continue to evolve and grow as we listen to the voice of lived experience, evidence need, and create and evolve person-centred services that support positive outcomes in people's lives.

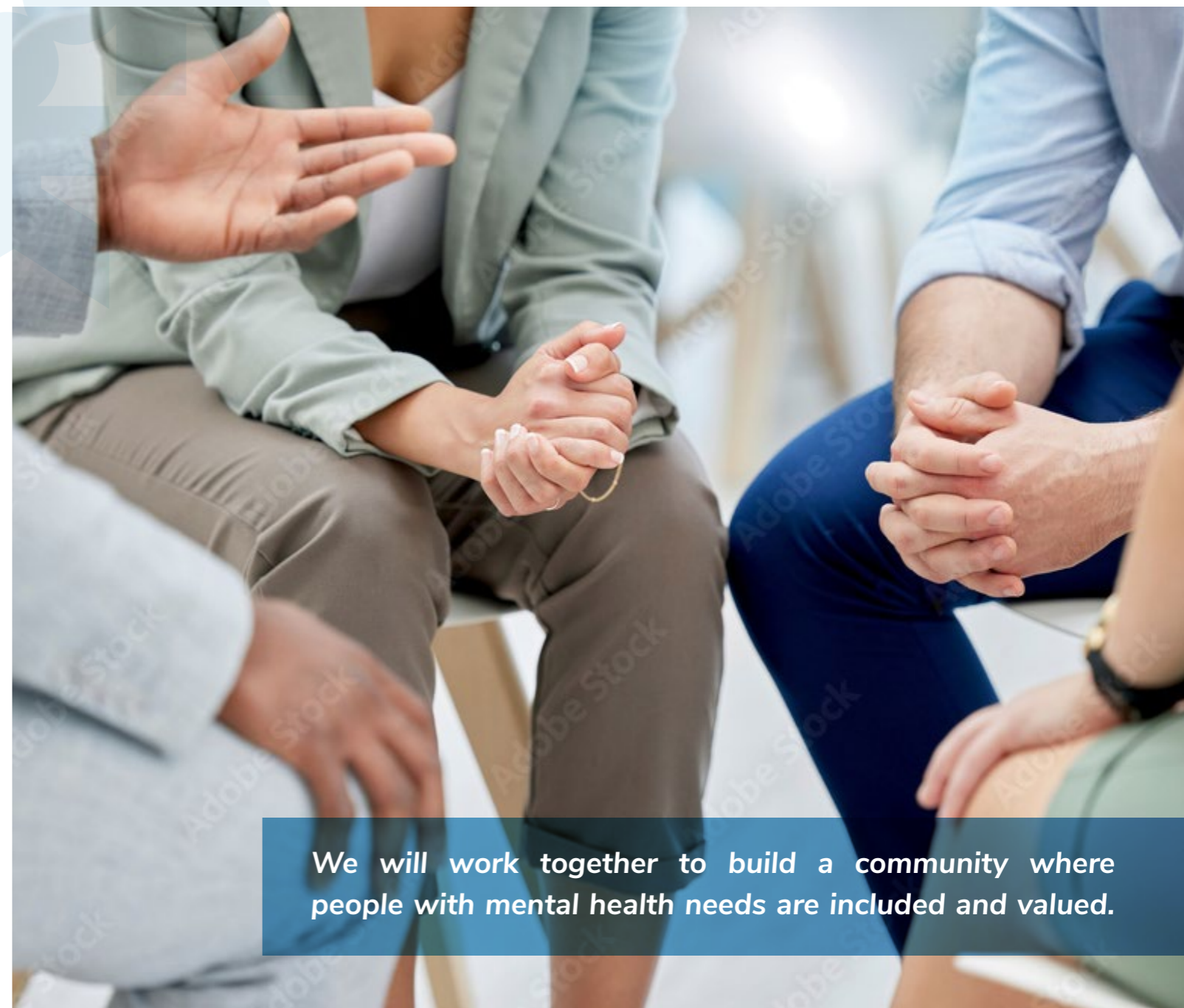
The effective use of technology will enable efficiency in operations, optimise communication and service experience. It will support greater connectivity between customers, staff and the organisation as we work together to achieve common goals.

We will develop strong program evaluation and data management practices to inform our service design, business development and our ability to create value for our customers and the broader community.

We will advocate and join the voice of lived experience to ensure people with mental health needs are heard and understood and we will work with sector partners and peak bodies to help inform and influence government policy, program development and local service design. We will lead, celebrate and nurture a culture that reflects our values.

We will work together to build a community where people with mental health needs are included and valued. A community where

**you can. we can.**



*We will work together to build a community where people with mental health needs are included and valued.*



2023  2025



### Strategic Plan 2023-2025



#### Our People

We build a capable and engaged workforce

**Enhance the knowledge, skills and competencies** of staff who work with individuals with mental health and psychosocial needs through the Karakan Academy

**Staff lived experience/peer support strategy** to support mental wellness, resilience, and value diversity of our people



#### Our Customer

We strengthen customer value and experience to support people with mental health needs on their recovery journey.

**Evidence-based recovery-oriented practice framework** embedded across all services.

**Service co-design** with customers to support person-centred service experience and outcomes.

**Monitoring and evaluation framework** designed and implemented to drive outcomes and impact in people's lives.

We improve and grow services through innovation, diversification, and partnerships.

**Develop strategic shared-value partnerships** to strengthen continuity of support, service capacity, growth, and impact.

**Diversified funding and new service models** targeted at non-clinical psychosocial supports to widen service reach and impact.

These include:

- **Psychosocial housing and support service** designed and funded to support healthy living and stable housing in Logan region.
- **Creation of new housing infrastructure** to support psychosocial housing service model.
- **Service design and development targeted at Pacific Island population.**



## Strategic Plan 2023-2025



### Our Leadership and Advocacy

We are a strong and effective sector representative in local community that raises the profile and voice of people with mental health.

**Strategic alignment/active membership with sector peak-body** to optimise sector and political influence in support of mental health needs.

**Targeted community advocacy** to support mental health and housing in Logan region through strategic network alignment



### Our Sustainability

We strengthen operational capacity to support quality and growth.

**Business data and systems capability** established to support service improvement, business intelligence and growth.

**Business Improvement program to drive effectiveness and efficiency** of service, business processes and customer experience.

We optimise growth of key services to increase community reach and profitability.

**Drive performance-based marketing** and business development targeted at 200% growth in SIL service.

**Create opportunities for mixed funded accommodation** service types to optimise social impact and financial viability.

**Develop funding diversification opportunities** to increase sustainable business outcomes.

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[www.karakan.com.au](http://www.karakan.com.au)



07 3299 1898



[customerservice@karakan.com.au](mailto:customerservice@karakan.com.au)



14a, 10 Old Chatswood Road, Daisy Hill, QLD 4127