

Strategic Plan 2026–2029



Strategic Enablers



Goals

Financial Sustainability & Business Continuity

To create a thriving, income-diversified organisation that embraces innovative service delivery.

Operational Excellence

To place clients at the centre of high quality, compassionate services that prevent incidences of new or repeat violence.

People & Culture

To cultivate and nurture environments where everyone feels safe, supported, valued and engaged.

Governance & Risk

To strengthen governance, accountability and risk. To ensure Harbour is informed and responsive, providing safe, compliant services and environments.

Advocacy & Impact

To advocate and influence systemic change and embed Harbour as a leader.

Brand & Partnerships

To build mutually beneficial and innovative relationships and partnerships which enhance Harbour's brand awareness and reputational strength.



Key Deliverables

- Diversify and grow income through grants, partnerships, donations and sponsorships.
- Grow core income for existing services.
- Operate fiscally responsible income management.
- Expand core income, to include therapeutic services.
- Improve resource efficiencies and asset management.
- Strengthen financial forecasting, budgeting, and performance reporting capabilities.
- Strengthen processes to ensure full regulatory and contractual compliance.

- Implement therapeutic service responses, to promote recovery.
- Develop and implement a diversity, inclusion and access framework that enhances cultural safety.
- Expand financial wellbeing education services, that promote financial independence and literacy.
- Introduce recovery services for children and young people.
- Introduce technology systems that improve efficiencies and communication.
- Implement Child Safe Organisation and Code of Practice policy strategies.

- Invest in Professional Development and Wellbeing strategies that embed psychological wellbeing, safety & specialised expertise.
- Gain recognition as an employer of choice, with a healthy, high performing workplace culture.
- Build upon workplace communication and consultation strategies, valuing internal promotion, contribution and recognition.
- Develop a volunteer ambassador program to strengthen our social impact.

- Strengthen framework and reporting processes for governance, Risk plus Work, Health & Safety.
- Develop and implement a robust audit program, inclusive of all business areas of Harbour.
- Establish and maintain effective communication processes to ensure the Board are informed and responsive.
- Foster a culture of accountability, transparency and continual improvement throughout the organisation.

- Develop and actively manage relationships with relevant decision makers.
- Collaborate with organisations with mutually aligned advocacy goals.
- Identify and drive specific community prevention initiatives forward.
- Measure and report on advocacy impact and outcomes.
- Develop and publish evidence-based policy positions and submissions.
- Elevate the voices of women and children with lived experience.

- Increase community awareness and engagement of prevention of family and domestic violence through intentional campaigns, events and storytelling.
- Identify strategic partnerships that align with Harbour's values, to expand and strengthen service delivery within the region.
- Build upon our community communication to celebrate & promote community giving-expanding service responses to the communities within our region.

Our Values



Healing from trauma with support of counselling, access to medical and legal advice.



Advocacy for your supports including the provision of emergency relief, access to crisis payments, housing or accommodation.



Resilience to rebuild personal capacity through education and awareness and bolster self-determination.



Belonging through restoring shattered connections after isolation from friendships, family and community.



Optimism for a future without violence and moving forward leveraging on our specialised support.



Upliftment in your self-confidence and building self-care.



Responsibility of your life's new journey



Our Vision

That women and children in the South West are safe from family and domestic violence.



Our Purpose

To provide safe accommodation, support services and advocacy for women and children affected by family and domestic violence, through compassionate and trauma informed care.