



STRATEGIC PLAN | 2022-2025

EMPOWERMENT • RESPECT • INTEGRITY • RESILIENCE • HOPE



Cyrenian House is a not-for-profit non-government organisation that has been operating within the alcohol and other drug (AOD) treatment sector since 1981. Cyrenian House has demonstrated an enduring capacity to deliver a professional and effective treatment service and is one of the leading AOD treatment services in Western Australia.

Cyrenian House supports and upholds a robust standard of cultural competence by recognising cultural needs and reviewing programs to ensure they meet the needs of Aboriginal, Torres Strait Islander, CaLD and LGBTQI+ communities.

Cyrenian House acknowledges the past, present and future Traditional Custodians of this land and recognise our services are situated on Whadjuk Nyoongar Country and Yawuru Country.

Cyrenian House is certified against the Alcohol and Other Drug and Human Services Standard and the Australasian Therapeutic Communities Association Standard.



A Message from the CEO



I am proud to present the Cyrenian House's refreshed three-year strategic plan, looking forward from July 2022 through to July 2025.

Every three years the Cyrenian House Committee of Management, Executive and Senior Leadership Team work to develop a strategic plan that is reflective of the quality services we provide to the WA community. This year, we refreshed our previous three-year plan, building on the solid goals we have in place and adjusting our core values to align with our organisational culture and our commitment to providing person-centered alcohol and other drug (AOD) programs and services.

The refreshed Cyrenian House Strategic Plan was created in consideration of experience and feedback, and we acknowledge that it is important that we are flexible and adaptive to issues and events that occur should unforeseen local, state, or federal changes come about. Of significance is that since March 2020 the

organisation and the rest of the world, has been impacted by the Coronavirus-19 Pandemic. Many of our plans for the past 2019 – 2021 planning cycle were paused by the pandemic as we had to change to emergency response and suspend or alter many programs for periods of time. Most importantly, our new Strategic Plan demonstrates how we will adapt to changing environments and continue to deliver hope and healing to people and families in our communities struggling with AOD use.

Please let us start with our mission, vision, and values.

CEO

Carol Daws

Our Values



Our Vision

“ Healthy, inclusive and harm-free communities

Our Mission

“ An organisation that provides the highest quality services to make a positive and meaningful difference in the lives of people affected by alcohol and other drugs.

OUR CONSUMERS & SERVICES

OUR PEOPLE

ORGANISATIONAL EXCELLENCE

EMPOWERMENT

We support and encourage our consumers make the changes required for a happier and healthier life.

We offer people the opportunity to gain back control of their lives.

We are committed to ensuring workers are motivated and developed well in order to increase their job satisfaction and maintain worker retention.

We provide the necessary organisational structures and support to enable our workers to maximise their skills and experience when working with consumers.

RESPECT

We treat consumers from all backgrounds, beliefs and orientations with dignity and respect.

We respect the uniqueness of every individual's experience.

We treat our colleagues with respect and expect our consumers to respect our people and each other.

We encourage diversity in our teams and appreciate the value this brings.

We are determined to serve our consumers through innovation, continuous improvement, an intense focus on consumer needs and a dedication to supporting them achieve their goals.

INTEGRITY

We support consumers to be accountable for their actions and take responsibility for their lives.

We are accountable to our consumers, our funding bodies and the broader community.

We strive for continuous improvement and innovation for our services.

RESILIENCE

We believe people can overcome disadvantage and adversity leading to positive and meaningful lives lived.

We build the strength and sustainability of our organisation so our work can continue for the long term.

We are committed to being the best AOD treatment service in WA, delivering high quality treatment to consumers and their families.

HOPE

We recognise that hope for a better future brings people to our services and that hope is an essential ingredient in people's recovery.

We hold hope for our consumers, even when they themselves are struggling to believe in a better future.

We strive to excel in every aspect of our service provision and approach. We take on every challenge with a determination to succeed.

Strategic Objective 1

Deliver professional, responsive and innovative services

KEY ACTIONS	KEY OUTCOME MEASURES
<ul style="list-style-type: none">• Reflect diverse consumer and community needs in service planning• Integrate consumer co-design and co-production principles into service development and delivery• Access and facilitate research that benefits evidence-based work practices• Deliver culturally secure AOD treatment services through recognition, respect and support of the unique cultural identities of consumers by meeting their needs and expectations and recognising their rights• Promote practices that build worker capacity to better respond to consumer and other stakeholders' needs• Further diversify Cyrenian House's income sources• Identify, respond and review programs and services at least annually and implement recommended measures for improvement.• Invest in Information Technology and keep up emerging trends to improve service quality and efficiency.	<p>Cyrenian House's services are recognised as being of a high quality and meeting current and emerging community needs</p>



Strategic Objective 2

Foster relationships that improve services and community engagement

KEY ACTIONS	KEY OUTCOME MEASURES
<ul style="list-style-type: none"> • Develop Cyrenian House’s collaborative working relationships across sectors and services • Grow community awareness of, and engagement with, Cyrenian House • Focus on optimising the health and well-being of consumers in accordance with their needs, goals and preferences. • Improve life outcomes for Indigenous peoples accessing our services by establishing new partnerships and strengthening existing partnerships with local Aboriginal organisation’s. • Create and maintain new partnerships and consortium arrangements to address service gaps and gain access to new resources 	<p>Cyrenian House is a recognised and valued leader in delivering improved outcomes for those affected by alcohol and other drugs</p>

Strategic Objective 3

Optimise systems and resources that support Cyrenian House’s excellence and sustainability

KEY ACTIONS	KEY OUTCOME MEASURES
<ul style="list-style-type: none"> • Refine governance and quality systems and resources that support Cyrenian House’s service provision and accountability • Ensure facilities meet existing and projected need • Strengthen Cyrenian House’s workplace culture and wellbeing • Support Cyrenian House’s leadership team • Achieve Cyrenian House’s objectives through planning and ongoing evaluation • Optimise the delivery of services by way of the retention of existing funding contracts. 	<p>Cyrenian House is an efficient, accredited organisation that continually improves the quality of its systems and resources.</p>



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318 Fitzgerald Street, PERTH WA 6000
www.cyrenianhouse.com | (08) 9328 9200



"We respectfully acknowledge the past, present and future Traditional Custodians of this land, the Whadjuk Nyoongar people. It is a privilege to be standing on Whadjuk Nyoongar country."