

STRATEGY

2024 - 2027



Our vision

“To be the first place people go to when they need information in an accessible, confidential and non-judgemental manner.”



Our mission

“To connect people with information and services so they can make independent and informed decisions.”





Our values

Accessible

Trust

Non-judgemental

Integrity



Our goals

“To provide client services in a manner that helps resolve their problems.”





Our goals

“To secure financial resourcing to achieve the objectives outlined in the strategic plan.”





Our goals

“To operate within and fully comply with clearly defined policies, procedures, legislative and governance frameworks.”





Our goals

“To become the recognised and trusted provider of information and referral services in Western Australia”



Our focus

“To service our clients.”

“To achieve financial stability and growth.”

“To ensure good governance and best practice management.”





Our focus




“To create a strong profile.”

“To be appropriately resourced.”






Our objectives



-  Improving client accessibility to our services.
-  Adapting to client service needs.
-  Providing a low-cost affordable legal and mediation service to the W.A community.

Our objectives



-  Demonstrating a social contribution value to W.A.
-  Diversifying our revenue base.
-  Seeking external funding opportunities.

Our objectives



Delivering an effective governance framework.



Ensuring organisational structure is aligned to the Strategic Plan.



Providing learning and professional development opportunities to staff and volunteers.

Our objectives



Having in place an effective Information and Communications Technology framework.



Aligning internal and external communication processes with the Strategic Plan.

About us

Citizens Advice Bureau WA (Inc) is an independent, not-for-profit organisation connecting people all over Western Australia with information and services so they can make independent and informed decisions.