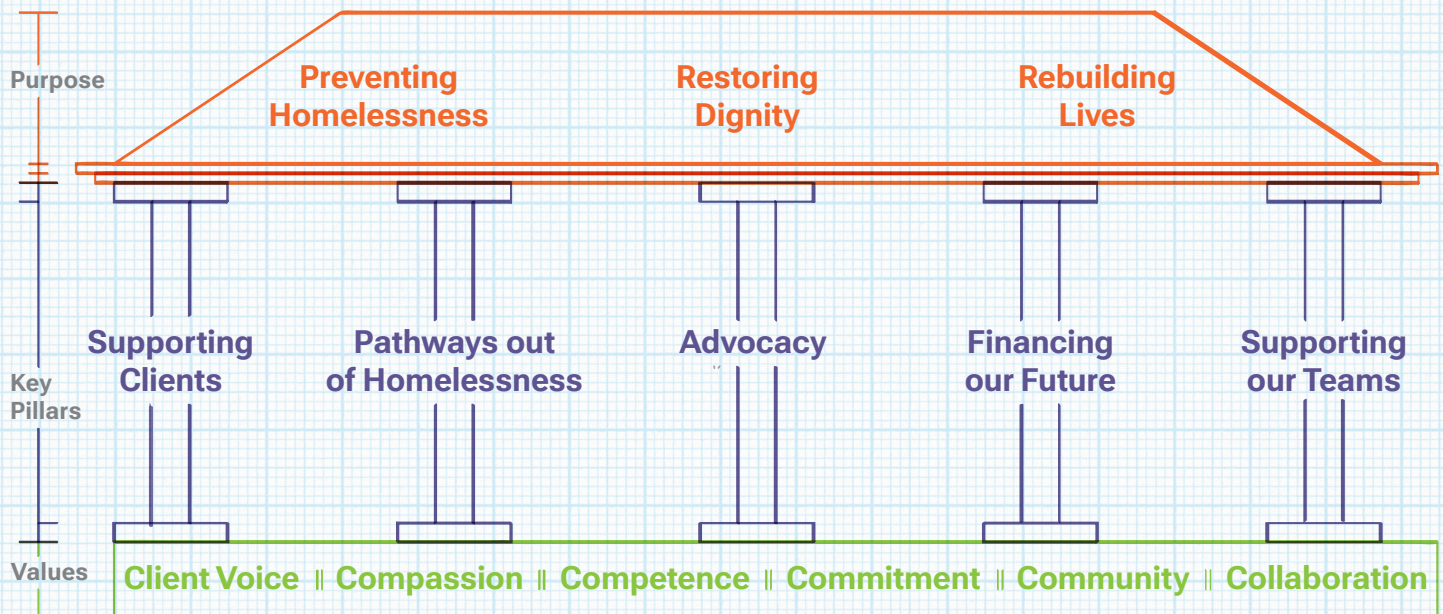


# Building Better Futures



Strategic Plan  
2024-2027



## Our Vision

A community where everyone lives in a place they call home

## Our Mission

- Provide compassionate individual holistic support for people who are homeless, or at risk of being homeless, in Galway, Mayo and Roscommon through:
  - Prevention Services
  - Access to Housing
  - Health and Wellbeing Services
  - Social Inclusion Services
- Collaborate with clients, statutory and voluntary agencies, friends, supporters and the wider community to combat homelessness, foster inclusion and enable people to thrive where they live.
- Work towards eliminating homelessness through advocacy, education and campaigning

## Our Values

**Client-centred Support:** ensuring the client is at the centre of all we do. Listening to client's needs and situations and offering individual holistic support accordingly, always with respect.

**Compassion:** truly caring is at the forefront of who we are. We demonstrate solidarity with our clients, with a willingness to help carry the burden.

**Competence:** our staff are passionate, skilled, professional and flexible, providing innovative and relentless approaches to resolving issues, resulting in positive outcomes for clients.

**Commitment:** a deep commitment to our ethos and our clients within our work, adopting a 'whatever it takes' approach.

**Community:** creating an inclusive diverse community where people feel a sense of belonging in which they can thrive. Our stakeholders, clients, staff, volunteers, board of directors, funders, donors and the wider public who support us are central to our community.

**Collaboration:** we actively work to establish and maintain trust and cooperative working relationships between multiple stakeholders, with honesty, integrity and transparency.



## Pillar 1: Supporting Clients

Galway Simon Community is committed to Prevention and Solutions

**Preventing Homelessness** whenever possible and reducing the trauma associated with the experience of homelessness;

**Solutions** - where homelessness does occur, ensuring it is for the shortest possible timeframe, not repeated and that there are ongoing supports in place when needed to enable clients to achieve stability in their lives.

We will deliver on these key aims, through targeted client-centred Services:



## Pillar 5: Supporting our Teams

We value the expertise, experience, compassion and commitment of our staff and volunteers. With ever increasing demands on our Services, and increasing complexities in our environment, we will implement initiatives to support our Teams.

# Guiding Principles

## Quality, Continuous Improvement and Research

Galway Simon Community is committed to a culture of quality and best practice, continuous improvement and evidencing the impact of our work in a way that is transparent.

## Strong Governance and Transparency

Our objective is to always ensure excellent standards in governance, and to comply with all statutory, regulatory and reporting requirements in a transparent manner.

## Risk Management

Galway Simon Community is committed to a culture of proactive risk management across the organisation.

# Key Pillars

## Pillar 2: Pathways out of Homelessness

We aim to create new homes for people experiencing homelessness, that are designed to address specific needs. We aspire to address dereliction and vacancy in addition to social housing available in the West.

## Pillar 3: Advocacy

We will work towards achieving the key aim of the Lisbon Declaration as outlined in Housing for All, to eliminate homelessness by 2030 in the West of Ireland through advocacy, education and campaigning

## Pillar 4: Financing our Future

We will manage our resources in order to ensure that we maximise our positive impact, while ensuring that the organisation is financially stable and sustainable into the future.

## Systems

We will implement integrated efficient systems that will support the client journey and enhance our ability to do our work and report on its impact.

## Agility and Mobility

Meeting clients where they are at is a key part of Galway Simon Community's ethos. We aim to be agile and mobile in delivering Services.

## Sustainability

Galway Simon Community work contributes to improvements in the West of Ireland in several of the Sustainable Development Goals

We will also continue our efforts to work sustainably and to reduce our carbon emissions across the organisation.

