



Purpose

To strengthen the mental health, wellbeing and futures of people and communities.



Vision

Good mental health for all



Values

Respect, Empathy, Kindness, Community, Integrity

PILLAR • 2026–2029

Community & Care



We believe evidence-based mental health care, psychosocial support and social prescribing models of care will improve the health outcomes and wellbeing of clients within the communities we serve.

GOALS • 2026

- Strengthen our evidence of outcomes so the value of what we do is visible to consumers, staff and commissioners
- Embed lived and living experience as a guiding force in how we design and deliver care
- Build clinical capability in suicide prevention, with a shared model of practice across teams
- Demonstrate the clinical governance, safety and quality standards expected of a contemporary community mental health provider
- Deepen our commitment to culturally responsive care across First Nations, CALD and LGBTIQ+ communities
- Build clinical and psychosocial capability across evidence-based models of care – including suicide prevention, recovery-oriented practice and social prescribing

PILLAR • 2026–2029

People & Capability



We believe investing in a clear, distinctive Employee Value Proposition and lived experience workforce pathway will result in measurable improvements in staff retention and our ability to recruit in a competitive market.

GOALS • 2026

- Define and live a distinctive Employee Value Proposition
- Establish lived experience as a recognised workforce discipline at Accoras
- Strengthen workforce capability and pipeline for the next 3 years
- Embed the practices of a Restorative, Just and Learning Culture in everyday work

PILLAR • 2026–2029

Sustainability & Growth



We believe proactively diversifying our funding base across PHN commissioning, NDIS, fee-for-service and philanthropy will result in a more financially resilient organisation capable of sustained investment in people and innovation.

GOALS • 2026

- Position Accoras to win mental health commissioning opportunities in our catchment
- Be the partner of choice for commissioners seeking community-based mental health and psychosocial support
- Diversify revenue beyond commissioning – through philanthropy, social enterprise and volunteer contribution
- Build the investment foundations for long-term financial sustainability
- Grow a commercially successful psychology practice as the flagship of our social enterprise approach – delivering accessible psychological care and generating margin that strengthens our mission

PILLAR • 2026–2029

Systems & Infrastructure



We believe establishing shared systems, fit-for-purpose infrastructure and consistent processes across all Accoras programs will result in a more cohesive organisation that clients, staff and funders experience as one Accoras – not a collection of separate services.

GOALS • 2026

- Unify the digital experience for clients, staff and partners
- Build the data and technology spine that supports a contemporary mental health service
- Align our physical footprint to where care is needed and where we are growing
- Ensure every site reflects the model of care we deliver



Foundation – Restorative, Just and Learning Culture

Underpinning everything we do – psychological safety, learning from what goes right, and accountability