

# Jigsaw Queensland

## Strategic Plan 2025 - 2027

**Vision** Empowering people to understand,  
and heal from, the impact of adoption.

**Mission** Support - Connect - Inform - Advocate

**Values** Safety - Choice - Integrity - Compassion

# Our clients are at the heart of everything we do

<p><b>People</b> who deliver our service</p>	<ul style="list-style-type: none"><li>• Recruit people with the skills and commitment to support clients with complex needs.</li><li>• Provide the right tools for team members to perform their role to the highest standard.</li><li>• Ensure regular, meaningful professional development and training opportunities.</li><li>• Provide professional supervision to support the wellbeing and development of staff.</li></ul>
<p><b>Processes</b> to ensure service excellence</p>	<ul style="list-style-type: none"><li>• Review business systems to ensure the highest standard of corporate governance.</li><li>• Develop an Operations Manual that captures all aspects of business management.</li><li>• Provide clear, comprehensive reports to support Management Committee decisions.</li><li>• Review information management systems to ensure quality and compliance.</li><li>• Explore additional funding sources to achieve income sustainability.</li></ul>
<p><b>Profile</b> that shows our strengths</p>	<ul style="list-style-type: none"><li>• Develop a marketing strategy to raise awareness of our services and programs.</li><li>• Increase social media activity to build a strong, supportive community.</li><li>• Build a volunteer workforce of people to supplement core professional team.</li><li>• Design therapeutic and educational programs that showcase our expertise.</li></ul>
<p><b>Partners</b> who support us to succeed</p>	<ul style="list-style-type: none"><li>• Nurture existing stakeholder relationships with the public sector and adoption community.</li><li>• Develop new relationships with relevant agencies in the community services sector.</li><li>• Create more frequent, meaningful engagement opportunities throughout the year.</li><li>• Pursue collaboration with academia to develop research ideas and opportunities.</li><li>• Expand the scope of agency partnerships to embed champions across community.</li></ul>