

Strategic Plan

2026-2029



Our Vision

A dynamic and diverse Logan where individuals and communities belong, contribute and thrive.

Our Mission

Serving as the heart of our community meeting individual needs, enabling informed choices, and fostering personal and collective growth.

Our Values



Client Dignity

We are client-centred, creating a safe, welcoming, and inclusive space where every client feels valued, seen and heard.



Service Honesty

We provide and refer services with honesty and integrity, always collaborating with others to achieve the best outcomes for clients.



Meaningful Connection

We build genuine connections with individuals and the wider community, listening to their needs and working together to deliver responsive, impactful services.



Positive Impact

Our programs and services are designed to make a lasting impact—improving lives, strengthening families and building a thriving community.

Our Strategic Directions



Positioning and promoting MultiLink as a true local.

We are committed to building on our strong local profile and promoting MultiLink as the community specialist. By partnering with businesses, service hubs and government, we aim to grow awareness and support. Our Community Hub stands as a central venue for both corporate and community life.



MultiLink meeting needs of the community across all stages of life ensuring validity and sustainability.

We design services that respond to real community needs, guided by annual local needs assessments. With a focus on new migrants, youth, families, aged care and disability, our programs are co-designed, evidence-based and integrated to improve outcomes across every stage of life.



Delivering pathways for our communities to participate fully in creating social, economic and employment opportunities for themselves and their families.

We enhance community employability and resilience by expanding programs such as English language learning, pre- and post-employment support and traineeships. We prioritise inclusive education programs that build lifelong skills in financial capability, digital literacy and future planning.