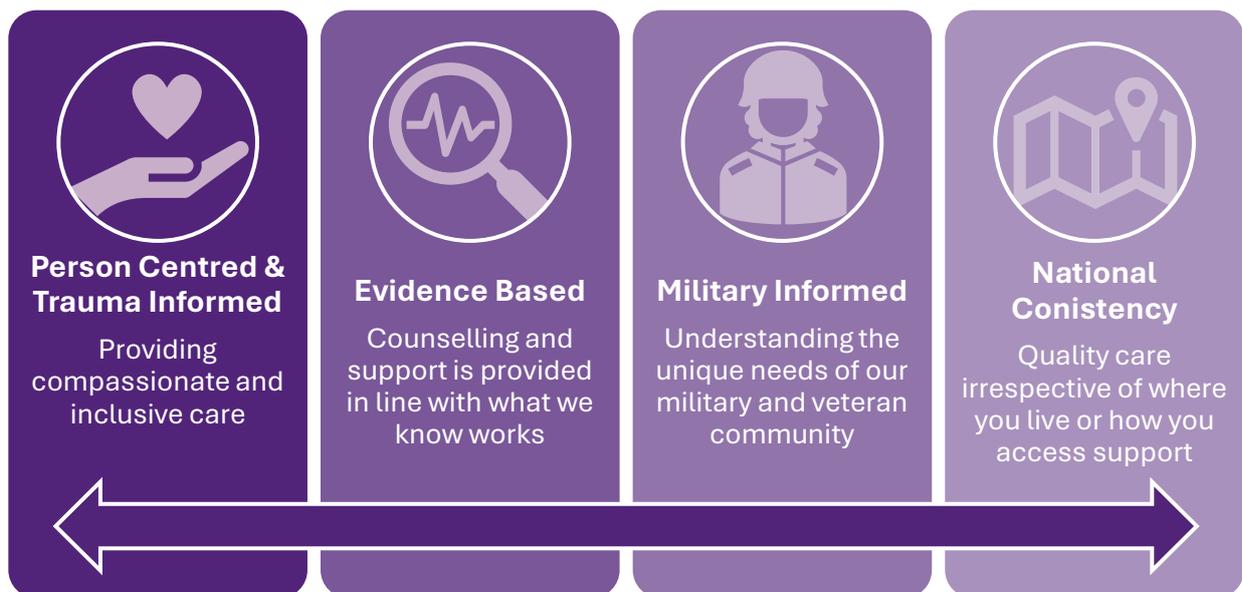


Open Arms Learning and Development Strategy 2025-2028

Open Arms is Australia’s national counselling and mental health support service for veterans and their families. We provide free and confidential counselling, peer support and specialised programs that aim to strengthen wellbeing, support recovery and enhance quality of life.

To enable Open Arms to deliver high quality, compassionate support that meets the needs of veterans and their families, a dedicated Learning and Development Strategy (the L&D Strategy) ensures staff are continually growing their skills and capabilities.

The L&D Strategy talks about the strategic priorities and actions with a three-year staged plan. All these priorities and actions are underpinned by our **4 guiding principles**.



Our **5 strategic priorities** over the next three years are:

Priority	Why
Enhance Core Workforce Competencies	Understand the needs and required capabilities of our workforce
Strengthen Workforce Capabilities	Build our workforce capabilities
Promote Workforce Wellbeing and Staff Retention	Ensure our workforce are safe and supported in their workplace
Foster a culture of Learning and Development	Provide staff with opportunities through training and promotion
Strengthen Leadership and Support	Create partnerships and evaluate outcomes