For Hope and a Future

The Lutheran World Federation
World Service Global Strategy
2019-2024 (abridged)
VISION

People of the world, living in just societies in peace and dignity, united in diversity, are able to meet their basic needs, achieve their full potential, and claim their universal rights in order to improve their quality of life individually and collectively.
Iraqis walk around the Khanke camp, near the Iraqi Kurdistan city of Duhok, where the LWF operates. Photo: LWF/S. Cox.

Cover image: A young boy drinks from a well installed by the LWF in the Viengphoukha District, Laos. Photo: LWF/Thomas Lohnes.
MISSION

Inspired by God’s love for all of humanity, World Service is dedicated to challenge and address the causes and effects of human suffering and poverty, linking local responses to national and international advocacy.
VALUES AND PRINCIPLES

Dignity, Human Rights, and Justice so that people can move out of poverty, and enjoy peaceful and sustainable lives

Compassion and Commitment towards those who have been forgotten or are out of reach.

Inclusion and Diversity within our own workforce and with those we seek to support.

Meaningful Participation of all people where they can make decisions and keep others accountable

Transparency and Accountability with communities, partners and donors

Humanitarian Principles of humanity, neutrality, impartiality and independence as the basis of our approach

Gender Justice to erode systems of privilege and oppression

Climate Justice to prepare for and respond to climate change where the most vulnerable are often the first and most acutely affected
## WHERE AND HOW WE WORK

| Country operations, global access in Africa, Asia, the Middle East, Latin America & Caribbean, and Geneva |
| Rights-based and local to global approach to work with and advocate for affected communities from an individual to a global level |
| Focus on the most vulnerable including refugees, the internally displaced, returnees, host communities, and those at risk to disasters, poverty and injustice |
| Environmental sustainability and a low carbon footprint as a step towards addressing the effects of climate change |
| Flexible ways of operating to prepare for and respond to an ever changing environment |
| High expectations of staff conduct to ensure we treat others and one another with dignity |
| Gender Analysis and Action to address inequity and power relations as the center of all programs |
## NETWORKING AND COLLABORATION

<table>
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<tr>
<th><strong>Local communities</strong> to ensure we involve the most appropriate people in the most suitable way</th>
<th><strong>Ecumenical and interfaith communities</strong> to maximise our scope, impact and relevance</th>
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<tr>
<td><strong>Civil society</strong> to amplify community voices, influence policy change and ensure all are included</td>
<td><strong>Related organisations</strong> as valued partners to learn from and work together</td>
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<tr>
<td><strong>LWF member churches</strong> to ensure our work is durable and connected to the wider Lutheran family</td>
<td><strong>United Nations agencies</strong> as important partners to coordinate approaches at local and global levels</td>
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<td><strong>Governments and other duty bearers</strong> to help us to work most effectively with communities, and provide us with humanitarian access</td>
<td><strong>Global networks</strong> to increase our humanitarian and development effectiveness</td>
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PROGRAMMATIC FRAMEWORK

Our work:

*Places refugees, the internally displaced, host and at-risk communities at the heart because we believe every human being has a right to dignity*

Is integrated and complementary because one area of our work may need the support of another to be truly effective

Is implemented at 3 levels:

- **Individual** because responses often need to be targeted to a person’s specific situation
- **Community** because communities find strength in collectively improving their lives
- **Institutional** because it is here, in local national and global settings, where advocacy for change is possible

Spans Emergency-Recovery-Development because we recognise the value of linking relief with recovery and development

Allows us to adapt when contexts change because our working environment is often unpredictable
Programmatic Areas

**Livelihoods**
Livelihoods to address people’s needs and diversify their income so that they can enjoy a just and sustainable life.

**Quality services**
Quality Services to ensure people can claim equitable access to their fundamental rights.

**Protection and social cohesion**
Protection and Social Cohesion to enable people to thrive by being free of discrimination, abuse and exploitation.
SYSTEMS AND PRACTICES FOR QUALITY PROGRAMMING

- **Aligned support structures and systems** to ensure a coordinated system of tools and processes
- **Resource mobilization and sustainable funding** to cover core expenses as a cost-effective organisation
- **Robust financial management** to minimise risk and achieve the best value for money
- **Intentional relations management** to maintain a strong relationship with our partners who are key to our success

- **Quality and accountability** to ensure our programming is effective
- **Safety and security** to identify, prepare and respond to threats to our staff
- **Knowledge management and learning** to share, learn from and record experiences
- **Investing in people** to effectively fulfil our objectives, mandate and vision
- **Green infrastructure** to protect the environment on which we all depend
A displaced girl studying in a Temporary Learning Space run by LWF in Sitwe, Myanmar shows the exercise books she just received.

Photo: LWF/C. Kästner.