

Strategic Plan



A Great Place to Work

- = We believe if our people are happy and engaged our customers will be too



Leader in the Sector and Community

- = We are committed to supporting customer and community outcomes through evidence-based practice design and reflection and contribution to the sector



Service Provider of Choice

- = We are committed to supporting customer and community outcomes through our service quality, range and fit for purpose



Business Excellence

- = We believe in the power of working smarter, using quality management systems to reduce risk and improve efficiency to deliver Better Service

Strategic Priorities

- = Attract, retain and develop capable, diverse people who live our values
- = Provide predictable, flexible reliable and equitable employment and benefits to our people
- = Provide an environment that promotes the wellbeing and safety of our people

- = Build capacity to create social impact through collaboration and innovation
- = Create accessibility in the community through collaboration and social innovation
- = Advocate for the people we support and others by contributing to policy in partnership with community, sector, research and government stakeholders

- = Ensure the safety and wellbeing of the people we support
- = Understand our customer needs and continually improve support services to help achieve outcomes
- = Attract and retain the people we support by demonstrating that we keep our promise of delivering better service

- = Embed a culture that embraces quality, safeguarding, risk management and innovation
- = Ensure we are financially sustainable and operationally efficient
- = Deliver better service through well organised structures, well designed practices and the right technology

Community Impact

- = Building reliable, quality and skilled workforce capacity in the sector

- = People living with disability live a lifestyle to which they aspire in a safe environment

- = Children and young people in Out Of Home Care have a sense of belonging in a safe and nurturing environment

- = The community provides all vulnerable people with equal respect and equal opportunity

- = Innovation to improve the lives of vulnerable people in the community at an affordable price