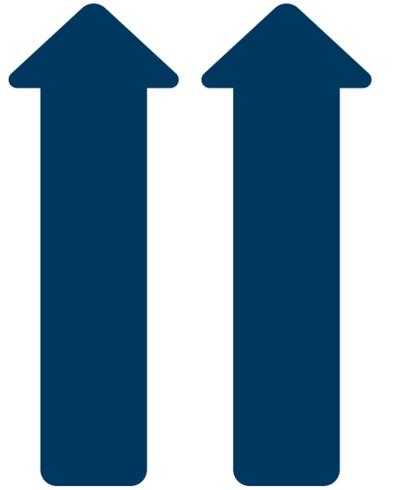




Lifestyle Solutions

2025 Strategic Plan



**2025
STRATEGIC
PLAN**





Lifestyle Solutions

2025 Strategic Plan

We are Lifestyle Solutions, a leading national provider of services and supports for people with disability and children and young people in out of home care.

Our purpose is to enable the people we support and their communities to achieve what is important to them.

Our vision is to enable more Australians to live as equal and empowered citizens, to enable our people to develop great careers, and to create sustainable social value in the community.

We have set out our road map of **strategic priorities** for the next four years that will achieve this purpose and vision.





2025 STRATEGIC PLAN



Bindi Mwerre Anthurre Artist, Billy Kenda, primarily paints his mother's country, Jay Creek, in the West Macdonnell Ranges, with the addition of trucks and cars, aeroplanes, helicopters and the odd flying saucer as well as the animals that have always been there. Billy has been painting with Bindi Mwerre Anthurre Artists for almost 20 years.

Bindi Mwerre Anthurre Artists was founded in 2000 as part of Bindi Enterprises, which provides employment opportunities, support and advocacy for people with disability.

Acknowledgement of First Nations peoples

Lifestyle Solutions acknowledges the Traditional Owners/Custodians of country throughout Australia and their continuing connection to their land, islands, waterways and community.

We pay our respect to the First Nations peoples of Australia including their respective individual cultures, their Elders past, present and future.

Our vision for reconciliation is to embed the values, heritage, cultures and knowledge of First Nations peoples into every aspect of our work.



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Our values

Own It

How we get the job done

Respect Lives Here

How we treat other people

Keep Calm and Be Happy

How we interact with other people

Make It Matter

How we make a difference to other people



How we get things done

Do What's Right

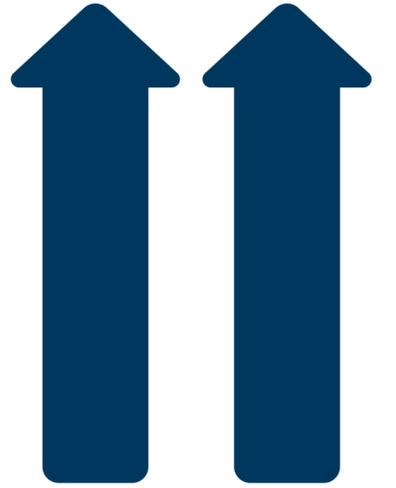
Ethics

Learn, Adapt and Innovate

Continuous Improvement

Do it Together

Inclusiveness



2025 STRATEGIC PLAN



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Strategic priorities

Customer and Community Focus

Our strategic priorities start with the people we support and the community. These priorities will drive our work to make a tangible difference in supporting people with disability and children and young people to thrive and fully participate in society.

Organisational and People Development

The organisation and the people within it must thrive and develop so that the people we support can achieve what is important to them. These priorities will guide our work to build a sustainable, resilient, capable and adaptable organisation, workforce and services.



PRIORITIES

OUTCOMES

1 Empower the people we support to achieve what's important to them.

The people we support are making progress towards living the life they want and our services reflect their needs.

2 Promote the safety of the people we support.

The people we support are safe and feel safe and we exceed the quality and safeguarding standards.

3 Harness the voice of the people we support in everything we do.

We listen. The people we support are listened to by us so that we create a shared understanding about what's important to them.

4 Grow social impact.

Increase access to services in areas where demand is unmet and increase our advocacy and sector leadership.

PRIORITIES

OUTCOMES

5 Be evidence-based and research-informed.

Service design and delivery is continually evaluated and informed by participant and operational outcome data and we contribute to research and sector development.

6 Create an environment for our people to make a positive impact.

Our people have the tools, resources, skills and support to perform their roles and drive innovation, and they feel proud to work here and would recommend it to others.

7 Reinvest operating surpluses to create greater social impact.

People we support receive high quality services at an affordable price and we deliver a net surplus annually that is reinvested in continuous improvement.

8 Continually improve our adaptive culture.

Digital capability is embedded across the whole of organisation and there is a culture of continuous improvement in everything we do.



2025 STRATEGIC PLAN



Talk with us

If you would like more information about our plans or to talk to us, please call our National Support Centre on **1800 634 748** or contact our leadership team by email to CEOoffice@lifestylesolutions.org.au

Visit our website to see the many ways you can continue to tell us what's important to you and give your feedback, compliments or complaints www.lifestylesolutions.org.au

You can contact Stopline – an external service – if you are uncomfortable or not able to report a complaint through our internal channels. Visit stoplinereport.com to find out more or call **1300 304 550**. We welcome your feedback so that we can continually improve in everything we do.



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