

VISION

A quality of life for people with disabilities and their carers

MISSION

Partner with people with disabilities and their carers to deliver flexible, high quality support

VALUES

Empower families using a partnership approach
Sustainability
Honesty & Integrity
Friendly and Supportive
Adaptive and Innovative
Commitment to continuous improvement
Building Capabilities

QUALITY SERVICE OFFERING

To Offer Quality Service

Priorities and Initiatives

- Meet customer needs efficiently
- Continue to adapt/respond
- Develop new products to meet changing Participant needs
- Develop efficient ways to engage with Participants

Measure of Success

- Participant retention rate high
- High Participant satisfaction
- New Participants joining organisation
- Existing Participants using more services
- Low participant churn rate
- Rate of response
- Product offerings expanded

SUSTAINABILITY AND INNOVATION

To Be Sustainable And Innovative

Priorities and Initiatives

- Capacity to renew and invest
- Provision of relevant service types
- Information - knowing what Participants want
- Knowledge retention - succession strategies
- Achieve sustainable annual turnover

Measure of Success

- Improving unit economics
- Development of new and additional service offerings
- Financial Analysis
- Product Margins
- Skills Building

To Build And Further Develop Workforce Capabilities

Priorities and Initiatives

- Maintain culture
- Career Pathways/Succession
- Learning and development
- Above average retention

Measure of Success

- Cultural checklist
- Number of staff complaints
- EAP utilisation
- Absenteeism
- Staff churn rates

WORKFORCE

To Be Better Not Bigger

Priorities and Initiatives

- Focus on achieving relevant outcomes for people with disability
- Maintain boutique feel and service - understand how big we need to be to achieve sustainability
- Growth of high value service offerings
- Product diversity
- Assist in providing certainty of support

Measure of Success

- Growth of identified higher yield products
- High participant satisfaction
- Utilisation targets achieved
- Services modified and diversified to meet changing needs
- 75% utilisation

GROWTH