



# STRATEGIC PLAN

2021 - 2026

## Our Vision

To support people with disabilities and their carers living meaningful lives

## Our Mission

- To partner with and assist people with disabilities and their carers
- To deliver flexible, high quality support

## Our Values

- Collaboration
- Flexibility
- Innovation
- Reliability
- Respect

### Deliver Quality Service

#### Strategies

- Meet stakeholder needs effectively
- Be flexible and proactive
- Maintain and improve engagement with stakeholders
- Meet accreditation standards ethically and responsibly
- Build and maintain trusted relationships

#### General Indicators of Success

- Participant retention rate
- Participant satisfaction
- Complaints and compliments
- New participants joining organisation
- Existing participants using more services
- Product offerings expanded

### Focus on Sustainability

#### Strategies

- Maintain financial sustainability
- Capacity to renew and invest
- Provide service types that meet changing needs
- Understand stakeholder requirements
- Effective succession strategies
- Consider the natural environment in decision-making

#### General Indicators of Success

- Improved unit economics
- New service offerings
- Financial analysis
- Product margins
- Skills building

### Grow our Workforce

#### Strategies

- Maintain & enhance workplace culture
- Offer development opportunities
- Employ structures which promote capability

#### General Indicators of Success

- Staff complaints
- EAP utilisation
- Absenteeism
- Staff churn rates

### Maintain our Approach

#### Strategies

- Maintain provider of choice status
- Grow high value offerings
- Explore opportunities to build value

#### General Indicators of Success

- Growth of identified high value offerings
- Participant satisfaction
- Utilisation rates