MISSION

To support people with disability to achieve a life of choice in an inclusive and quality service guided by human rights principles

1 GOVERNANCE & QUALITY

2 CUSTOMER SERVICE

3 BEST PEOPLE, STRONG TEAMS

4 SAFETY AND HUMAN RIGHTS

5 GROWTH

6 SUSTAINABILITY

VISION

A life of purpose, belonging, hope and value where everyone matters

1. Governance and Quality

Board sponsor: Belinda Neal

Protecting the mission and getting the basics right

Strategy

1.1 Corporate governance and structure

1.2 Quality and safeguarding plan

2. Customer service

Board sponsor: Rob Lewis

A. Improve systems to better document participant goals
B. Uphold the rights of participants to choose supports they need
C. Regularly collect feedback from participants and stakeholders to improve services

Strategy

2.1 CRM improvement plan

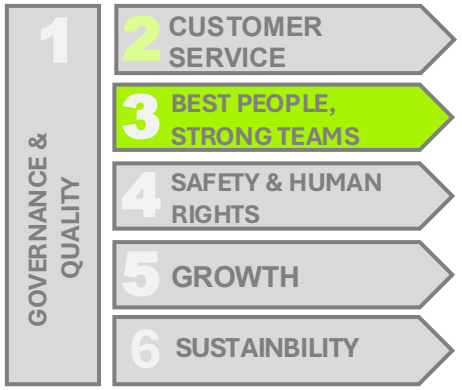
2.2 Feedback collation & synthesisation plan

2.3 Continuous Improvement plan

2.4 Brand strategy

3. Best people, strong teams

Board sponsor: Helen Crowley



A. Manage a plan to protect the health of the workforce
B. Develop, attract and retain a diverse mix of the right staff with the right skills and attributes
C. Support staff to obtain higher qualifications to grow and succeed at work
D. Ensure leadership have the skills to build high functioning teams

Strategy

2.1 WH&S plan

2.2 Training plan – company wide

2.3 Succession plan – specific roles

2.4 Leadership training plan

2.5 Recruitment and retainment plan

2.6 People and Culture strategy

4. Human Rights & culture

Board sponsor: Monica McKenzie

A. Support our participants to speak up & defend their rights
B. Improve our services for First Nations participants
C. Train specifically for areas of known risk
D. Recognize & celebrate cultural diversity in our service

Strategy

2.1 Reconciliation Action Plan

2.2 Cultural diversity plan

2.3 Participant check in plan

5. Growth

Board sponsor: Michael Griffiths

A. Support participants to receive the services they choose
B. Increase affordable housing options through partnerships with housing providers
C. Extend services to people with a disability through a variety of service pathways

Strategy

2.1 Expansion plan – new areas for eg DVA

2.2 Aged Care plan – community care services

2.3 Merger & Acquisition plan

2.4 icare plan

2.5 Foundational Supports plan
A. First Nations services plan?

2.6 Housing partnership plan

6. Sustainability

Board sponsor: Daniel van der Heyden

A. Ensure services are well utilised
B. Benchmark our services against other providers and learn from them how to attain value add
C. Strengthening our balance sheet and diversifying our funding sources
D. Actively seeking and capitalising upon opportunities to increase the scale of our organisation and its programs

Strategy

2.1 Optimal utilisation plan - centres

2.2 Benchmarking comparison plan

2.3 Equity strengthening plan

2.4 Economies of scale plan

2.5 Cost rationalisation plan (including AI integration)

2.6 Risk management

2.7 Financial management