

OUR STRATEGIC PLAN SNAPSHOT 2019 – 2022

OUR VISION



A world where every person is welcomed

OUR PURPOSE



Working together to create possibilities for a great life

OUR VALUES



GENEROSITY

We give our hearts and minds in an effort to understand others



INCLUSION

We celebrate diversity and seek to ensure everyone is valued and respected



COURAGE

We are brave in our intent to be authentic and advocate for what is right



CREATIVITY

We work together to find the yes, and encourage new ways of doing and thinking

OUR STRATEGIC PILLARS



CLIENTS

STRATEGIC GOAL 1:
To ensure clients receive personalised supports that are underpinned by the principles of social inclusion.

Strategic Priorities

- 1.1 Our clients have a positive experience at every stage of their journey with us
- 1.2 Our clients see us as a valued advisor
- 1.3 We develop new and evolving supports and services



COMMUNITY

STRATEGIC GOAL 2:
To enrich and influence the community's experience around inclusion and diversity of people with disability.

Strategic Priorities

- 2.1 We build our influence by creating new connections within the community
- 2.2 We have strong collaborative partnerships



PEOPLE

STRATEGIC GOAL 3:
To attract, develop and retain a responsive and creative workforce that embraces the organisation's vision, purpose and values.

Strategic Priorities

- 3.1 We build critical skills and capabilities for the organisation at all levels
- 3.2 We attract great people to a career in the disability sector
- 3.3 Our employees feel they are part of, and contribute to, a passionate and positive work environment
- 3.4 Our culture embraces and delivers courageous and innovative thinking



ORGANISATION

STRATEGIC GOAL 4:
To cultivate innovation and growth within a resilient, well-governed, and agile environment.

Strategic Priorities

- 4.1 We generate sustainable growth
- 4.2 We use technology to become more efficient, effective, and innovative
- 4.3 Our governance measures and demonstrates our high quality service levels
- 4.4 Our property portfolio matches our clients and service needs