

## OUR STRATEGIC PLAN

SNAPSHOT 2020 - 2023

### 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 IMPERATIVES



#### CLIENTS

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 trusted and valued partner
- 1.3 We develop new and evolving supports and services



#### COMMUNITY

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

To attract, develop and retain an inclusive and responsive workforce that embraces the organisation's vision, purpose and values.

##### Strategic Priorities

- 3.1 We embrace diversity and our employees feel they are part of and contribute to a positive work environment
- 3.2 We attract capable people who want to make a difference
- 3.3 We enhance and develop critical skills and capabilities at all levels of the organisation
- 3.4 Our culture embraces courageous and innovative thinking and delivers great outcomes



#### ORGANISATION

To cultivate innovation and excellence within a resilient, well-governed, safe 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 framework measures and ensures that we provide high quality services
- 4.4 Our property portfolio matches our clients and service needs