



**community
based support**
maximising client independence

Strategic Plan 2023 - 2026

VISION

Your life. Your choice. Our focus.

MISSION

Together we create a safe, positive and supportive environment that enables and empowers people to have choice and real control in their lives.

KEY FOCUS AREAS

Clients	Workforce	Our Services	Organisational Capability
<p>We will:</p> <ul style="list-style-type: none"> • Understand who our clients are, and their needs and wants • Embed a true client centric focus • Ensure service optimisation • Offer diversity of services • Increase brand recognition 	<p>We will:</p> <ul style="list-style-type: none"> • Ensure full workforce optimisation • Develop a workforce strategy • Increase staff engagement • Improve collective culture 	<p>We will:</p> <ul style="list-style-type: none"> • Explore opportunities for expansion of services • Ensure viable and sustainable services with diverse funding streams • Assess viability of allied health or other service types 	<p>We will:</p> <ul style="list-style-type: none"> • Ensure contemporary, fit for purpose systems and technology that meets client and staff needs • Ensure contemporary governance • Develop an ESG Strategy • Invest in a Stakeholder Engagement Plan • Develop a Strategic Asset Management Plan • Increase organisational efficiency • Implement reporting framework