

Strategic Plan | 2026 - 2029

Vision A community where every person has the support they need to live independently with dignity.

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

Clients

Our clients see us as their provider of choice and actively recommend us to others.

- Deliver consistently high-quality services that exceed agreed standards.
- Ensure our workforce understands and confidently applies our service standards.
- Use evidence and insights to identify and respond to emerging client and market needs.
- Support clients to maximise use of their funding.

Workforce

A diverse, skilled, and capable workforce delivering services that reflect the needs of our community.

- Maintain a workforce plan that responds to client needs and business requirements.
- Provide ongoing training and development to all staff.
- Strengthen supervisory and performance frameworks.
- Implement targeted recruitment and retention strategies aligned to emerging client needs.

Organisational Capability

We are trusted by our stakeholders.

- Build and maintain a shared vision with core partners who bring aligned values and complimentary capabilities.
- Strengthen our engagement with political and departmental stakeholders.
- Optimise the use of our assets to drive sustainable growth (Investment Plan and SAMP)

