

Strategic Plan 2025 – 2028

Our Vision

Welcoming communities that value, respect and empower people with disability.

Our Mission

Helping people live great lives.

We Believe

Everyone Belongs.

Our Values



Individuality

Valuing people, employees, partners and services.



Empowerment

Valuing abilities, goals and learning.



Respect

Valuing choice, culture and diversity.



Belonging

Valuing relationships and shared places.

Strategic Objectives

1

People We Support

- Enhance participant experience through continuous improvement and meaningful relationships that foster trust, respect and belonging.
- Enhance our capability to meet the needs of people requiring high intensity or complex supports.

2

Employees

- Build workforce capability through ongoing training to support the needs of people with diverse and higher support needs.
- Increase retention through open communication, structured feedback, and recognition programs.
- Strengthen workplace health and safety through proactive risk management and effective controls.

3

Services

- Develop strategic alliances that complement and enhance our service delivery and add value to our stakeholders.
- Increase stakeholder awareness and our capability to deliver valued Shared Management and Shared Coordination services.
- Grow quality Home and Living offerings through collaboration and strategic partnerships that meet the unique needs of the people we support.

4

Governance Framework

- Review and enhance our ICT investment to support our decisions and actions.
- Embed our Clinical Governance Framework for quality supports that are accountable, transparent, sustainable and achieve positive outcomes.
- Build sound financial management to enhance our impact, outcomes, and sustainability.