

STRATEGIC PLAN

2019 - 2022

CONNECTION | INNOVATION | IMPACT

Investment in ongoing connection, innovation and outcomes for participants, their families and the community

OUR VISION

To enable people to live a life they choose within a society that values individuals for who they are, respects their rights and encourages participation in everyday life.

PARTICIPANT OUTCOMES



OUR OBJECTIVE

Increase our organisational impact



ORGANISATIONAL SCALE

OUR GOALS

1. Grow the number of hours of support service provided to younger participants (15-30 year olds) by at least 120% (c. 29,000 hours) by 2022.
2. Deliver at least 50% sustainable revenue growth for the organisation by 2022.
3. Identify and initiate at least three new service collaborations to drive quality, service scope and growth by 2022.

OUR PRIORITIES

1. **Engage and attract younger participants**
Extend reach, engage and grow the number of younger participants (15-30 year old's) accessing support.
2. **Service innovation and growth**
Scaling our employment enterprises, growing supported independent living (SIL) and community inclusion supports to new and existing participants. Trialling value-add services such as allied health.
3. **Explore models for scale**
Explore, test and progress models that can deliver significant scale with a focus on mergers and acquisitions and cross sector collaborations.

OUR ACTIONS

Embed Co-Achieve and data

Leverage internal and external data and insights to inform, respond to, and deliver on participant outcomes.

Workforce capacity and capability

Develop an agile and adaptable workforce to respond to emerging participant and compliance demands, changing practice and new technology.

Technology and practice

Explore, test, trial and invest in innovative technology and best practice service delivery models that enable ongoing connection with participants, and enhance our profile and reach.