

Strategic Themes (2019-2022)

Our Vision: *Living life **my way***

Our Mission: *To enrich and improve the lives of people with disabilities and their families.*

Our Priorities: *To be the best, quality service provider in Tasmania AND a great employer.
Strong quality, governance, and financial management to ensure ongoing sustainability.*

Strategy 1 (New Frontiers, New Opportunities)

Strategic Objective: We will achieve planned and managed growth.

- ▶ Understand and leverage growth opportunities
- ▶ Develop future focused Service Delivery model
- ▶ Build brand reputation as a leader of quality services to our clients

Strategy 3 (Our Difference, Your Choice)

Strategic Objective: We are the trusted provider who listens, understands, and responds to the needs of clients, their support networks, and our employees.

- ▶ Enhance client and family experience
- ▶ Implement Behavioural Support framework
- ▶ Streamline our client and family journey

Strategy 2 (Our People, Our Future)

Strategic Objective: Our Workforce Strategy aligns employee capability and engagement with client profile and goals.

- ▶ Align our workforce to client goals
- ▶ Improve employee capability and retention
- ▶ Develop cultural program and refresh values

Strategy 4 (Strong Foundations)

Strategic Objective: We have strong and efficient governance and operational processes that utilise digital capability and expert advice.

- ▶ Implement fit for purpose enduring information architecture
- ▶ Embed robust Governance, Risk and Compliance frameworks
- ▶ Sound financial management that aligns to NDIS Reasonable Cost Model

Our Values



Listen with heart



Challenge expectations



Achieve dreams



Celebrate life