

Strategic Plan 2024-2027



Our Clients. We will:

- Be the top choice service provider.
- Support clients to be heard and explore fresh revenue opportunities.
- Deliver services that are shaped by clients, based on research, and value for money.
- Place wellbeing at the core of our delivery and shape the sector.



Our Systems. We will:

- Design systems that work for everyone.
- Use systems that help us save time and guide better decisions.
- Have systems that support us to meet our compliance and quality standards.
- Use technology to improve the client experience and lead the way for the sector.



Our People. We will:

- Be a top choice employer. We'll be flexible, have fresh ideas, and work together to make things happen.
- Create a culture where everyone belongs. We will live our values.
- Build a workforce that is confident, empowered, and ready for what's next.
- Make wellbeing a priority in all our decisions.



Our Community. We will:

- Connect, engage, and be part of our community.
- Lead and be a voice for positive change in the sector.
- Grow partnerships that help us shape the future.
- Share knowledge on rights for people with disabilities.



Our Services. We will:

- Lead with purpose and fresh ideas to raise the bar for the sector.
- Use real data to design services for our clients.
- Work side by side with clients to design empowering supports and create choice.
- Actively include people with disability to guide decisions.

Our Values.

Real.

We're honest, own our actions, and focus on what matters most to our clients and staff.

Together.

We've got each other's backs. We combine our strengths and support each other every step of the way.

Ready.

We know our stuff, we're always learning, listening, and prepared for whatever comes our way.