

# Strategic Plan 2021-2027

## OBJECTIVES AND PERFORMANCE INDICATORS



### 1 Be a valued and preferred provider

Cultivate inclusive, flexible and accessible services that are valued and chosen

#### OBJECTIVES

- 1.1 Deliver quality services that meet the needs of people with disability
- 1.2 Provide multiple access pathways
- 1.3 Explore opportunities for growth and encourage stakeholder involvement
- 1.4 Strengthen the culture of customer service across all businesses and services

#### INDICATORS OF SUCCESS

- Service user feedback
- Participant retention rate
- Goals met at NDIS Plan Review
- Numbers of new referrals and requests for service
- Numbers of community partnerships and projects
- Customers per day at social enterprises

### 2 Provide excellence in service and support

Promote independence, meaningful engagement and inclusion for people with disability, supported by a flexible and value-driven workforce

#### OBJECTIVES

- 2.1 Maintain industry accreditation/s
- 2.2 Identify and provide a variety of activities and supports that improve engagement opportunities, independence, skill development, flexibility and choice
- 2.3 Identify opportunities that strengthen our workforce
- 2.4 Strengthen the systems, processes and policies that support customer service

#### INDICATORS OF SUCCESS

- Certificates of accreditation
- Continuous quality improvement plan and internal audits
- Wait times for support
- Diversity of support staff for best match
- Incident summaries
- Participant outcomes and impact statements
- Qualifications of staff
- Self-managing teams

### 3 Build on sustainability

Ensure our organisation is sustainable and offers value for money and opportunities for growth and development

#### OBJECTIVES

- 3.1 Improve business sustainability and diversify funding options through maintaining and building social capital
- 3.2 Successfully implement a marketing strategy that increases profiles
- 3.3 Value the retention of service users and actively attract more users
- 3.4 Attract and retain quality staff / volunteers to grow our workforce through skill development

#### INDICATORS OF SUCCESS

- % of income from trade vs. NDIS
- Grants and fundraising
- Audience engagement on social media
- Job applications from people wanting to work at the Christie Centre
- Staff retention

### 4 Ensure advocacy and community engagement

Engage and listen to people with disability and nurture meaningful lives without boundaries

#### OBJECTIVES

- 4.1 Strengthen person-centred practice and decision making of people with disability
- 4.2 Strengthen the visibility and assumed capability of people with disability
- 4.3 Grow meaningful occupation and engagement opportunities for people with disability

#### INDICATORS OF SUCCESS

- Participants represented on committees
- Participants lead new projects and business ventures
- Advocacy group
- Participation in community events and projects
- Pathways to employment
- Education and training options