

Strategic Themes (2022-2024)

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

Our Purpose: *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 (Our Service Promise)

Strategic Objective: We respect clients' goals, rights and their choices.
We actively engage with clients and their support networks.

- ▶ Enhance client experience and safety
- ▶ Embed the voice of the client in everything we do
- ▶ Co-design service and program offerings



Strategy 3 (Our Foundations)

Strategic Objective: We have strong and efficient systems that support and grow the organisation.

- ▶ Maintain a sustainable financial position
- ▶ Embed new systems and enhance IT governance and controls
- ▶ Maintain robust governance, risk, compliance and quality & safeguarding frameworks



Strategy 2 (Our People)

Strategic Objective: We attract, develop and retain a high quality workforce.

- ▶ Develop a culture that is kind and respectful, that focuses on diversity, inclusion and integrity
- ▶ Develop a highly skilled and agile workforce
- ▶ Align our workforce to clients and their goals



Strategy 4 (Our Opportunities)

Strategic Objective: We achieve planned and managed growth.

- ▶ Explore and establish external relationships that enhance our service offerings
- ▶ Create strong connections between brand and services
- ▶ Assess and pursue opportunities that align with our priorities

Our Values



Listen with heart



Challenge expectations



Achieve dreams



Celebrate life