



Strategic Plan › Our Journey to Better Service



We are deeply committed to providing equal opportunity and equal respect.

We do this by providing our customers, their families and communities with access to quality services and dedicated people who make a real difference in their lives.

Our Why



A Great Place to Work

- = We believe if our people are happy and engaged our customers will be too



Leader in the Sector and Community

- = We are committed to supporting customer and community outcomes through evidence-based practice design and reflection and contribution to the sector



Service Provider of Choice

- = We are committed to supporting customer and community outcomes through our service quality, range and fit for purpose



Business Excellence

- = We believe in the power of working smarter, using quality management systems to reduce risk, improve efficiency to deliver Better Service

Strategic Priorities

- = Attract, retain and develop capable diverse people who live our values
- = Provide predictable, flexible, reliable and equitable employment and benefits to our people
- = Provide an environment that promotes the wellbeing and safety of our people
- = Supporting our teams to generate positive outcomes and impacts for all our stakeholders

- = Provide services that promote the wellbeing and safety of our customers
- = Provide an environment that supports our customers to live a lifestyle to which they aspire
- = Contribute to the voice of people with a disability and children in Out Of Home Care through evidence-based practice design and reflection
- = Collaborate with our stakeholders to drive equal opportunities and outcomes for shared customers

- = To keep our promise of delivering better service to all our customers all the time
- = To develop new services that meet the holistic needs of people living with disability and children in Out Of Home Care and their families
- = To offer the scale and efficiency benefits of our national infrastructure as a service to other service providers
- = Our brand reputation positively reflects our contribution to the community

- = To embed a culture that embraces quality, safeguarding and risk management
- = Growing our business in a sustainable way to reach more people to do more for our communities
- = Ensure we are financially sustainable and operationally efficient
- = Invest in the right technology to support our entire network to deliver innovative services at the lowest possible cost

Our Impact

- = Building reliable, quality and skilled workforce capacity in the sector
- = People living with disability live a lifestyle to which they aspire in a safe environment
- = Children and young people in Out Of Home Care have a sense of belonging in a safe and nurturing environment
- = The community provides all vulnerable people with equal respect and equal opportunity
- = Innovation to improve the lives of vulnerable people in the community at an affordable price



We promise reliable, responsive, flexible, friendly, empathetic and caring service