**Strategic Plan**

2024 to 2024

Mission: Headway Gippsland’s mission is to support and empower people with disabilities to live independent, meaningful, and enriched lives.

Values: Respect - Collaboration - Innovation - Diversity - Integrity

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| --- | --- | --- | --- |
| Status Legend: | Complete | Ongoing | At Risk |

**1. Our Participants**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Areas** | **Deliverables** | **Status** | **Project Update** |
| 1.1 | Headway Gippsland is recognised as an innovative and expanding service provider that responds to system changes and emerging needs. | Expand services outside the NDIS  You can have lines in this section that go across deliverables, status and project update | Choose an item. | Eg:  Research to be completed that will identify gaps and opportunities in the current service landscape.  This column is used for the CEO to communicate with the Board where the deliverables are up to. |

**2. Our People**

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| --- | --- | --- | --- | --- |
|  | **Areas** | **Deliverables** | **Status** | **Project Update** |
| 2.1 | We will train, support and develop our workforce to meet current and future needs of our services |  | Choose an item. | Conduct a survey to assess current employee satisfaction and areas for improvement. |
| 2.2 | Headway Gippsland is an employer of choice where people want to work | Recognition program  Career Development | Choose an item. | Review current employee recognition and reward program and utilising feedback to build on current program. |

**3. Our Sustainability**

|  | **Area** | **Deliverables** | **Status** | **Project Update** |
| --- | --- | --- | --- | --- |
| 3.1 | Diversify Headway Gippsland with the long-term objective of financial sustainability. | Amend the constitution to enable the Vision, Mission and Values to be at the forefront of service design. | Choose an item. | Engage legal counsel to review and recommend necessary amendment to the constitution. |
| Develop annual statement on target level of reserve prior to development of budget. | Choose an item. | Hold a special AGM with the members to gain feedback and support for constitutional change. |
| Identify and pursue alternative funding streams beyond traditional sources. | Choose an item. | Monitor financial performance and adjust strategies to ensure year on year revenue growth from alternative sources. |
| Board succession and development plan is established and evaluated annually. | Choose an item. | A Board skills matrix is developed and used to identify existing or emerging gaps in the Board profile. Explore strategies for Board, Chair and Director evaluations. Identify professional development opportunities for the Board and individual members and pursue. Develop a Board recruitment strategy and member on-boarding process. |
| Develop dashboard reporting for financials and performance against the strategic plan for efficiency and clarity. | Choose an item. | Define reserve level and monitor financial performance against targets. |
| ALL THE ABOVE GREEN ARE WAYS OF ACHIEVING AREA 3. | Choose an item. | Maintain a cash reserve equivalent to 6 months of operating expenses. |
|  | Choose an item. | Contribute to Awareness campaigns that strength community understanding of ageing and disability issues. |
|  | Choose an item. | Conduct awareness campaigns that highlight the valued contributions of those with different needs in our community. |
|  | Choose an item. | Establish and actively collaborate with at least three community organisations. |

**4. Our Connected Community**

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|  | **Areas** | **Deliverables** | **Status** | **Project Update** |
| 4.1 | Enhance proactive engagement with participants and the broader community to respond to changing needs. |  | Choose an item. |  |
| 4.2 | Engaging our community to respond to changing needs |  | Choose an item. |  |