

Strategic Plan 2020 to 2024

Our vision is a society inclusive of all.

We work towards this by providing exceptional services to individuals with an Acquired Brain Injury and other disabilities to participate in all aspects of community life.

We will continue this over the next three years through focusing on **our four strategic themes**:

1. Our participants
2. Our people
3. Our sustainability
4. Our partners

Strategic Theme 1: Our Participants

Our participants are empowered to participate in the community and achieve their aspirations.

What will success look like in 2023?

- Our participants/caregivers/families/loved ones are leading our work.
- Our participants/caregivers/families/loved ones needs are heard and understood.
- All aspects of our participants' journey with us are positive.

How we will get there:

1. Enhancing our internal capability to gain further insights from participants.
2. Developing innovative channels for client communications.
3. Seeking opportunities to expand our services and the positive impact we have on the community.

Strategic Theme 2: Our People

Our people are appropriately skilled, diverse and energised to deliver on our goals.

What will success look like in 2023?

- Our staff are valued and engaged.
- The capability and composition of our people meets our current and future needs.

How we will get there:

1. Embedding a culture of continuous improvement across our organisation.
2. Implementing a diversity framework to enhance our reputation as an employer of choice.
3. Develop our workforce capability framework to meet our current and future needs.

Strategic Theme 3: Our Sustainability

Our organisation is strong and has growing social and economic value for Gippsland.

What will success look like in 2023?

- We have increased our capacity to service Gippsland and surrounds.
- Our governance and systems are effective and ensure efficient and innovative services.

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How we will get there:

1. Optimising our systems to effectively communicate, capture data and report.
2. Attracting new and diversified revenue sources to support our goals.
3. Creating an investment strategy to guide our short- and long-term future.

Strategic Theme 4: Our Community Connectedness

Our leadership and voice across Gippsland is strong.

What will success look like in 2023?

- We are an influential voice for people with an ABI and disabilities across Gippsland.
- We are a known and respected contributor to the community.

How we will get there:

1. Connecting into our local communities.
2. Learning from other like organisations' successes and best practice.