

Business Plan 2020 to 2024

Strategic Theme 1: Our Participants

Seeking opportunities to expand our services and the positive impact we have on the community.

Enhancing our internal capability to gain further insights from participants.

1. Dedicated expertise to support staff and participants.
2. Increasing our demonstration of interest in what participants have to say and need.
3. Using feedback mechanisms to identify evolving participant needs to inform and improve our services.
4. Improving our capability to provide best practice documentation and information for our participants.
5. Ensure an informative and accessible website and social media presence.
6. An effective feedback system is in place and operating well so participants are updated on what we are doing and how they can be involved.
7. Our systems capture the evolving needs of participants and improve our services.
8. Development of consumer-driven groups that have direct input into the organisation.

Developing innovative channels for client communications.

1. Improving our capability to provide best practice documentation and information for our participants.
2. All of our documentation is provided in Easy English in a way that is truly participantcentred.
3. Ensure an informative and accessible website and social media presence.
4. Promotion of positive contributions to mainstream media on people with disabilities.

Seeking opportunities to expand our services and positive impact within the community.

1. Establish employment and meaningful volunteer opportunities for participants.
2. Provide a range of expansion opportunities for participants.
3. Exploring opportunities to use our assets for social purposes.

Strategic Theme 2: Our People

Embedding a culture of continuous improvement across our organisation.

1. Ensuring we have a skilled Board and annual development program.
2. Recognising staff and volunteer achievements and high performance.
3. Supporting our emerging leaders through workplace mentoring and development.

Implementing a diversity framework.

1. Creating plans that meet the needs of a diverse workforce.
2. Reviewing our policies and processes to ensure they are inclusive and enable an equitable workforce and workplace.

Business Plan 2020 to 2024

3. Attracting a workforce that broadly reflects the Gippsland community.
4. Develop focused education and training opportunities.
5. Build our reputation as an employer of choice.

Develop our workforce capability framework to meet our current and future needs.

1. Communicating our values, strategic and operational plans to our workforce.
2. Our values are revealed in our everyday language.
3. Staff and volunteers identify how their actions contribute to our goals and plan.
4. Ensuring we have a skilled Board and annual development program.
5. Focusing on succession planning for our key people.

Strategic Theme 3: Our Sustainability

Creating optimised spaces and systems to effectively communicate, capture data and report.

1. Expanding to be a truly Gippsland-wide service by opening up a presence in South Gippsland.
2. Ensuring our locations are fit to support our services.
3. Focusing on opportunities for growth in participant numbers and linking with other services for optimal scale.
4. CRM upgrade.
5. Reporting demonstrates transparency, accountability and tracks our performance.

Creating an investment strategy to guide our short- and long-term future.

1. Determine target level of reserves.
2. Establish an annual budget to ensure reserve is sustained.
3. Balance profitability with achievement of all elements of the plan.
4. Establish a 10-year capital expenditure plan.
5. Developing and utilising our risk profile for informed decision-making.

Strategic Theme 4: Our Community Connectedness

Connecting into our local communities.

1. Developing and sustaining new community networks to build awareness of our work.
2. Communicating our services and successes broadly and effectively internally and externally.
3. Identifying further opportunities for community volunteers to engage with us.
4. Sharing our expertise with partners in Cardinia and Casey.

Business Plan 2020 to 2024

Learning from other like organisations successes and best practice.

1. Developing strategic relationships to attract excellence and opportunity.
2. Dedicate resourcing to maintain connections with networks.