

Strategic Plan 2021 - 2026

Purpose

To care for and support individuals to live their best possible life.

Mission

To deliver trusted services tailored to individual needs

Vision

Supporting individuals to live in a familiar environment, surrounded by familiar people, in a context that fundamentally feels right to them

Values

Respect, Empathy, Integrity, Collaboration



Decision-making is supported by accurate and up-to-date information



People focused service delivery



Future proof the organisation



Financially sustainable and appropriately resourced



Each person is unique and by doing our part collectively we will achieve our vision



Organisational Capability

Our focus for 2021

FINANCIAL

- Continue to build a 'gold standard' service [BAU]
- Fulfil contractual obligations to generate steady revenue [BAU]

INNOVATION

- Develop a 30 bed, culturally appropriate Aged Care Residential Facility in Newman co-designed with the EPIS clients
- Obtain Aged Care Standards Accreditation
- Refurbish and open a culturally appropriate assisted living village co-designed with EPIS clients

SERVICE DELIVERY

- Embed core contracted services through continuous improvement [BAU]
- Map out, develop and introduce a culturally appropriate comprehensive aged care service in Newman including a Palliative Care service
- Develop the Tom Price service including the Day Centre Facility

PEOPLE

- Solidify the Phase 2 Realignment [BAU]
- Develop career plans for staff

Our focus for 2024

FINANCIAL

- Renegotiate contracts to ensure a better 'fit for service'
- Compliance with Financial Audit

INNOVATION

- Explore commercial opportunities to minimise financial risks
- Review Head Office premises including a training room

SERVICE DELIVERY

- Explore opportunities for expansion to other areas
- Expand NDIS services
- Obtain NDIA Accreditation

PEOPLE

- Re-investing in staff
- Form strategic links with Universities to become a placement option for students
- Invest in staff professional development

Our focus for 2026

FINANCIAL

- Achieve annual turnover of \$7.5m

INNOVATION

- Explore commercial opportunities to minimise financial risks

SERVICE DELIVERY

- Provide a broader range of services to a highly competitive standard

PEOPLE

- service the workforce

