



Strategic Plan 2023-2026

Providing quality Aged Care and Disability Services

Acknowledgement of Land

We acknowledge the traditional custodians of this land, and we pay our respects to the Elders past, present and future for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people.

We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people who are the future leaders.





Purpose

Why does EPIS exist?

We enable people to live their best, independent life.



Mission

How does EPIS achieve its purpose?

Through collaboration, we deliver quality and culturally appropriate support based on needs, preferences and choices.



Vision

What does EPIS aspire to?

To be nationally recognised as a leader in the provision of our aged care and disability services in rural remote communities.

Our Values



Strategic Pillars

People & Culture

We are committed to an inclusive culture supported by capable, engaged and empowered teams, collaborating within a safe workplace.

Service Excellence

We provide high quality, culturally appropriate and strategically aligned services, to achieve optimal outcomes within the aged care and disability services for all ethnicities with a focus on Aboriginal people.

Governance

We aspire to best practise using robust governance and risk management frameworks to ensure a financial sustainable organisation.

Partnerships

We identify and grow mutually beneficial relationships with organisations that align with our values.

Leadership & Innovation

We are leaders and strong advocates who embraces growth and innovation.



People & Culture

Objective

We are committed to an inclusive culture supported by capable, engaged and empowered teams, collaborating within a safe workplace.

Actions

Invest in our people to fulfil their individual and collective potential within an inclusive workplace.

Develop a recruitment, remuneration and recognition strategy to attract, retain and develop talent.

Engage our people to identify and implement actions that will deliver positive impact and empower their teams

Promote cultural diversity and development of cultural competence in our staff and provide opportunities for Aboriginal employment.



Service Excellence

Objective

We provide high quality, culturally appropriate and strategically aligned services, to achieve optimal outcomes within the aged care and disability services for all ethnicities with a focus on Aboriginal people.

Actions

Engage with clients and their support networks to co-design support plans.

Ensure our services respect the social, emotional, cultural and spiritual wellbeing of our clients

Promote a collaborative, partnership approach to service delivery.

Undertake best practice clinical services



Governance

Objective

We aspire to best practise using robust governance and risk management frameworks to ensure a financial sustainable organisation.

Actions

Maintain regulatory compliance by providing oversight and monitoring of performance and reporting

Deliver organisational resilience by providing sound financial and risk management

Identify sustainable projects using a business growth framework

Practice values-based and transparent decision-making aligned to our purpose



Partnerships

Objective

We identify and grow mutually beneficial relationships with organisations that align with our values.

Actions

- Maintain open communication and positive working relationships with all levels of government and relevant agencies
- Grow strategic partnerships with government, commercial and philanthropic organisations
- Establish new partnerships to enhance cultural collaboration in the region
- Promote collaboration with local community agencies and key stakeholders to address cultural needs



Leadership & Innovation

Objective

We are leaders and strong advocates who embrace growth and innovation.

Actions

Create a contemporary organisational model to deliver aged care and disability services in rural remote communities

Embrace new technologies to support allied health services

Plan for an integrated ICT system to deliver operational efficiencies

Develop advocacy positions to improve aged and disability service outcomes



Measuring our Success

- Retained a skilled and culturally aware workforce
- Increased Aboriginal workforce participation
- Increased investment in training and development
- Increased program and project delivery performance
- Increased the quality of reliable, co-designed and culturally appropriate services
- Increased our operational sustainability of service delivery
- Increased our client satisfaction rate
- Increased our community and client awareness and trust
- Enhanced our engagement with our collaborators
- Increased our corporate transparency
- Strengthened our financial sustainability
- Sustained aligned growth and initiatives
- Implemented key clinical and corporate ICT systems
- Implemented technological service solutions
- Increased our influence through our advocacy positions





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