



Strategic Pillars

Strategic Activities

Strategic Outcomes

1

Community, Clients & Stakeholders

A local health service provider committed to delivering client focused services to the community, working closely with stakeholders to deliver streamlined service offerings

Enhance client focused service delivery

Strengthen stakeholder partnerships

Increase brand awareness

Enhance our presence in the digital space

Client Health Service Evaluation results & implemented changes

Attendance at stakeholder meetings and community events

Media coverage, marketing plan & promotional materials

Increased website performance

2

People & Culture

A culture of continual improvement and innovation that supports staff to develop as professionals and to embrace our organisation's core purpose

Stimulate a workforce that feels valued and informed

Strengthen retention of our valued workforce

Ensure our workforce feels included and supported

Implementation of an employee recognition program, organisational training matrix, internal communication strategy and employee voice mechanism

Collaborative review of workforce EBA

Establish peer support networks and a consistent & comprehensive induction

3

Sustainable Future

A service provider renowned for service excellence, contract compliance and focus on financial sustainability through the establishment of diverse income streams

Validate service excellence

Maintain funder relationships and contract compliance

Mitigation of organisational risk

Develop alternative funding streams

Achievement of accreditation standards

Achievement and communication of contract deliverables

Insurance coverage, policies and procedures & YMP revenue

Transition to NDIS & investigation into MBS & new funding opportunities