



Connect with Clients

We will **increase & grow the range of clients** we support, to ensure that we provide a whole of life service to more disability types, complexity & funding

Clients +3.5% Y1&2, then 7%

We will improve our range of development opportunities and career pathways for people with disability in a **broad range of employment settings**

%10 SEs to open emp

We will develop and co-design **improved programs and services** that inspire, innovate and enable our clients to live their best lives

50% new clients new range



Safe Service Delivery

We will improve our **WHS performance**

TFIFR <20

We will **improve service quality** and clinical governance

5% reduction complaints PA

We will continue to **improve our built assets** so that they are compliant and meet the needs of our current and future clients

100% compliant



Develop our People

We will **reduce our staff turnover** by ensuring all of our employees feel valued and supported with the tools and opportunities to achieve their potential

<20% turnover

We will **improve our leadership capability** through professional development and performance management

EES Leadership >64%

We will improve **culture and engagement**

EES > 84%



Operational Excellence

We will improve our capability and capacity to **innovate**

1 step change/division

We will improve our **project management and organisation change capability** so that we can respond and adapt to our changing clients' needs

100% strat projects in PMO

We will improve our **information technological capability and capacity** to ensure we can deliver our services

95% ICT → target maturity

We will improve the confidentiality, integrity, availability and governance of **data** to support effective organisational performance management

100% secured & leveraged



Financial Sustainability

We will increase the number of clients we support through **growth (M&A)**

+\$100m inorganic revenue

We will **increase our profitable revenue** and grow market share in markets we participate in

+\$100m organic revenue

We will **grow and deepen our relationship with our supporters** so that we continue to have diverse income streams that support our mission

NPS + 4% per annum