

support

lead to

so that

so that

Team plan	Action plan	Inputs	Strategies	Outputs		Outcomes	Impact
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Team and individual plans and goals, aligned to the long-term outcome areas

Annual action plan that support execution of the long-term strategic plan

Our People
#TeamPossible
People

Strong financial base
Finance

Diverse and safe assets
Property

The right technology
ICT, Data & Analytics

Community awareness
Marketing, Communications & Engagement

Sustainable growth
Growth

Safety

- Workplace Health and Safety - staff, site and systems
- Client Safety

People (employees and clients)

- Attraction
- Recruitment
- Education and Training
- Wellbeing

Performance

- Financial
- Contractual
- Client satisfaction
- Governance
- Cross referrals

Growth

- Mergers and Amalgamations
- National footprint
- Diversity of funding streams

Inclusion

- Workforce diversity
- Community engagement
- Access to services

100% compliance for staff and site safety measures

Year by year reduction in client incidents

Diverse and contemporary channels for sourcing talent generates 90% of applicants

100% of our people have been provided with the opportunity to complete appropriate training/professional development

Meeting financial targets

Program specific quality indicators are met

Identify appropriate M&As to complement organic growth

Expanding to a national footprint

Targeted recruitment that reflects the diversity of our client cohort

Providing services and programs to address local needs through community consultation

100% of our staff are trained in our processes and systems

100% of staff are equipped to manage challenging behaviour in the workplace

Effective recruitment practices and development of talent pool

tailored Reward and recognition programs to our teams

Compliance with contractual and regulatory obligations

Cross program referrals that result in client and organisational outcomes

Identify tender and other forms of market entry within current service steams

Diversification of programs and services

Actively engaged in communities in which we live and work including strategic partnerships

Explore social enterprise opportunity

Our safety management framework supports best practice and continues to improve
Measure: Compliance and improved safety measures

Skilled workforce who feel valued. Clients who feel supported to achieve their goals.
Measure: Employee Engagement Survey and client outcomes

Community Solutions and BRACE are profitable
Measure: All portfolios are profitable

Sustainably grow our business through complementary and diverse services
Measure: Increased revenue by 100%

Diverse workforce and services to meet the needs of our communities
Measure: Diversity and Inclusion survey

We make a positive contribution in the communities where we live and work by offering diverse and inclusive services that support people to realise their possibilities.