

NEW DIRECTIONS DISABILITY SERVICES

strategic plan 2024 - 2025

Version 1.0 (March 2024)



OUR VALUES:

CARE • COMMUNITY • PROFESSIONALISM
TRANSPARENCY • COMMUNICATION • SKILLS



OUR VISION:

To extend our reputation beyond its current high standing, to be a pillar of the Wagga Wagga community through striving to be the employer of choice, and a provider of highest quality disability housing and support services.

OUR STRATEGIC DIRECTIONS:

EXCELLENCE

We will strive to be the best provider in Wagga Wagga in our service streams, measured by:

- How we care for participants
- How we involve participants in all decisions for themselves,
- How we seek the guidance of participants in how we make decisions about our services
- How we skill our staff for excellence

SOUND FINANCIAL FOUNDATIONS

We value longevity and continuity. Therefore we are committed to:

- Plateauing our present growth, following rapid growth
- Planning for risk minimisation – for participants, staff, finances
- Developing robust financial buffers/ reserves for long term sustainability

LIVING IN COMMUNITY

We live and breathe as an integral part of the Wagga Wagga community. Our reputation and expertise is only as good as the quality of our work:

- We richly value how we present as a care provider organisation in the community
- We place high importance on profile and reputation
- We take our place at the network table as one of several leaders in the disability sector in Wagga

COMPLIANCE

We regard sector compliance, internal auditing, external auditing and agency reflection on best practice as essential ingredients in our daily work cycle, through:

- An ongoing commitment to independent auditing
- Actively responding to continuously improve our quality
- Having a deep commitment to the highest quality delivery of service in a complex community environment

BEING 'PLAN DRIVEN'

This plan is our Strategic Guide for 2024 and 2025. In the 2nd half of 2025 we will formally meet to develop a new Strategic Plan.

Parallel with this plan is our annual business plan outlining specific business goals each year.