

Strategic pillars



Great customer experience

Customers are satisfied.
 Programs have active customer voice/ engagement
 Program KPIs are within agreed targets
 Aboriginal and Torres Strait Islander customers are satisfied.

MEASURES



STRATEGIC PROGRAMS



Customer experience program: understand and improve the experience of our main customer groups.



Reputation for excellence

Customers saw an improvement in outcomes
 Compliance with quality accreditation requirements.
 Programs received continued funding at the end of their contract term.
 Customers identify as Aboriginal or Torres Strait Islander.

Practice excellence program: improve the quality and consistency of our work.
Marketing program: improve stakeholder and community awareness of our organisation.
Impact and data program: demonstrate the value of our work.



Sustainable organisation

Improve employee engagement score
 Net equity and Current Ratio
 Reduce energy footprint
 Grow Social Futures to services
 More of our staff identify as Aboriginal or Torres Strait Islander.

Organisational culture program: strengthen culture and staff commitment to the organisation.
Organisational effectiveness program: improve the systems and technology that underpin our work.
Efficiency program: minimise unnecessary cost.
Governance program: ensure effective oversight of our work.
Innovation program: become a leading edge organisation.
Business development program: support thoughtful growth and expansion.

Our Values



Inclusion - Everyone matters



Integrity - Do what is right



Learning - Get better at what we do