

# Our Strategic Plan.

2024-2026

## Our Strategic Goals

**AGILE, FLEXIBLE AND RESPONSIVE  
IN DELIVERING THE SERVICES  
OUR PARTICIPANTS WANT**

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**ATTRACT, DEVELOP AND  
RETAIN THE RIGHT PERSONNEL**

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**INCREASE OUR FINANCIAL  
SUSTAINABILITY**

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**FULLY ALIGNED IN DELIVERING  
ON OUR PURPOSE**

### **We will build these foundation-enabling capabilities.**

**Highly Skilled and Responsive Staff:** Investment in training and development, career pathways and succession planning.

**Technology for the Future:** Strategic use of systems, data, and information.

**Better Communication:** Clear, consistent, and transparent information flows.

### **Our actions will leverage our core competitive strengths.**

- Values driven business
- Loyal and committed service delivery staff
- Wide range of high-quality employment services
- Strong governance and cultural compliance framework and culture
- Strong financial position

# What we stand for.

2024-2026

## OUR VISION

**We imagine** every person with disability creating their own positive future.

## OUR PURPOSE

**We will** support people with a disability to transform their ideas and goals into experiences and achievements.

## OUR VALUES **We believe in**

**F Fairness:** We treat everyone equally and give everyone a fair chance. We believe there should be equal opportunity for all. We act with integrity and an unbiased mindset. We are honest and trustworthy.

**I Inclusion:** We value diversity. We support individuals to feel connected and valued within society. We provide a welcoming environment that fosters positive collaboration, where everyone belongs. We advocate for people with disability to have their voices heard and choices upheld... 'nothing about us without us.'

**R Respect:** We care how we impact others. We communicate positively, show kindness and empathy. We listen to others, and respect differences. We have due regard for people's views, feelings and wishes even if we might not agree. Respecting team members, participants and their carers promotes cooperation and allows us to find collective solutions. We maintain privacy and confidentiality.

**E Excellence:** We strive to be the very best we can be, to deliver quality supports to our participants and outstanding products and services to our customers. We are committed to continuous improvement and interested in new ideas. Greenacres was built upon a foundation of innovation, and we continue to embrace change in a positive way. We encourage everyone to use their initiative to achieve positive, safe, and sustainable outcomes.

**S Safeguarding:** We believe every person has the right to live and work safely, free from abuse, neglect, and exploitation. We will take all reasonable steps to ensure this occurs. Everyone is empowered to speak up about concerns and to take personal accountability to respond appropriately. We are obliged to recognise, act, record, report and refer.