

# Strategic Plan 2016-2020



Services



People



Foundations



Growth

## Vision

Celebrating People

## Purpose

Helping people live a great life

## Values

**Integrity:** We do the right thing

**Respect:** We listen and trust

**Welcoming:** We offer a place to belong

**Optimism:** We are hopeful and confident



## Services

### **Improved Client Service Quality:**

We will continue to make improvements to our service each year

In progress

### **Client Satisfaction:**

We will maintain client satisfaction

Exceeded

### **Service/Compliance Standards:**

We will continue to meet all compliance and service standards set by funding and contracting bodies

On target

### **Increased Service Integration:**

We will integrate our range of services to be more efficient, effective and responsive

On target

## People

### **Right Number of People in the Right Jobs:**

We will maintain a culturally diverse workplace

In progress

We will maintain a low staff turnover

On target

We will maintain high staff satisfaction

Exceeded

## Foundations

### **Improved Management of Risk:**

We will manage our risk more efficiently each year

On target

### **Legislative/Statutory Compliance:**

We will achieve extremely high standards in areas of finance, health, safety, privacy and equality

On target

### **Improved Business Efficiency and Effectiveness:**

We will reduce unnecessary costs and improve our efficiency

On target

## Growth

We will be metro-wide by 2020

Exceeded

We will have an increased number of clients

Exceeded

We will maintain financially viable growth

Exceeded

