

STRATEGIC PLAN 2019 – 2021

PLAIN ENGLISH VERSION



	CUSTOMERS	STAFF	BUSINESS	GROWTH
THESE ARE OUR GOALS	<p>We will provide services that are:</p> <p>Excellent Made for customers Safe Up to date</p> <p>We will support customers to do what they want in life.</p>	<p>Our team will support customers to do the best they can:</p> <p>We are hard working. We are good at our jobs. We have the right tools. We help each other.</p>	<p>We are smart about how we do business. We spend more time working for customers than doing paperwork.</p>	<p>We will keep getting bigger and better so that we can keep giving customers great services.</p>
This is what we will do to meet our goals in In 2019 and 2020.	We will finish our Registration and Practice Project for the National Disability Insurance Scheme (NDIS). We will do everything the NDIS needs us to do.	We will use customer feedback to make sure our team are doing a good job.	We will get better at rostering our staff.	We will concentrate on providing services to people who have complex needs. We will figure out if our services use money in a smart way.
	We will make it easier for customers to tell us what they think about our services.	We will reward our staff when they do a great job.	We will improve our technology. We will make a new intranet.	We will make sure our marketing plans are right for the future.
	We will listen to what customers tell us and try to get better.	We will make sure our staff learn the skills that are needed to do their jobs well.	We will start the Business Intelligence project so that we can understand our customers and make sure our services are the best they can be.	The Board will look at our plans for marketing.
	We will work with people who live in our group homes to write down important information about them. Our staff will read the information so they can understand the needs of every person.	We will respect people who are Aboriginal or Torres Strait Islanders and work to give them opportunities in our community. We will respect people who have disabilities and work to give them opportunities in our community.	We will make one new Enterprise Agreement for all staff.	We will find new ways to provide services and raise money.
	We will make sure the foods we give to people who live in our group homes are healthy. We will give the people who live in our group homes the chance to choose what they eat.		We will make plans to improve the way staff communicate with each other.	We will help Northcott Innovation find new ways to support people with a disability.
	We will respect people who are Aboriginal or Torres Strait Islanders and work to give them opportunities in our community. We will respect people who have disabilities and work to give them opportunities in our community.			



CUSTOMERS



STAFF



BUSINESS



GROWTH

This is what we meet our goals in 2020 and 2021

Our managers will spend a day working with customers every year. This will help them learn about customer needs.

We will help our staff learn about what life is like for people with a disability.

We will respect people who are Aboriginal or Torres Strait Islanders and work to give them opportunities in our community.

We will respect people who have disabilities and work to give them opportunities in our community.

We will teach some staff the skills to be managers through the Emerging Leaders program.

We will make sure that our staff have great relationships with customers.

We will listen to staff and try our best to improve.

We will respect people who are Aboriginal or Torres Strait Islanders and work to give them opportunities in our community.

We will respect people who have disabilities and work to give them opportunities in our community.

We will look at our main customer systems (like CareLink) and make plans to improve them.

We will welcome work from all over New South Wales, including from the NSW Government.

We will make plans to provide services to people who don't have access to other services.

We will help Northcott Innovation find new ways to help people with a disability.