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STRATEGIC PLAN 2019-2022

*Supporting people with a
disability to achieve their life
goals, dreams and aspirations*



WHO WE ARE

Koomarri specialises in providing supports to people with intellectual disability in the ACT and surrounding region. Through the relationships we build with our service users and their families, Koomarri helps people to achieve their life goals and actively contribute to the local community through employment, residential and social supports.

QUALITY SERVICE DELIVERY

All of our services will represent evidence-based better practice and be responsive to people's needs

We will achieve this by:

- Embedding a culture of continuous improvement
- Exploring different models of support within a considered risk framework
- Ensuring our services are continuously evaluated

FINANCIAL EFFECTIVENESS

We will be financially sustainable, grow and provide certainty of service provision

We will achieve this by:

- Increasing revenue
- Ensuring all service lines are financially viable
- Maintaining financial stewardship
- Exploring funding opportunities that are consistent with our strategic priorities

PEOPLE AND CULTURE

We will have a skilled, committed, agile workforce that delivers quality supports in a changing environment

We will achieve this by:

- Embedding a culture that is person-focused and encourages respectful questioning
- Strengthening our reputation as an employer of choice
- Retaining our family focus

ORGANISATIONAL EFFICIENCY

We will have effective operating models and efficient business systems that will increase our ability to deliver quality services

We will achieve this by:

- Enhancing our existing business practices
- Improving all ICT systems in line with NDIA requirements
- Focusing on improving reporting mechanisms to enhance decision making

LEGISLATIVE AND REGULATORY COMPLIANCE

We will maintain compliance with all legislative and regulatory requirements

We will achieve this by:

- Embedding a culture of risk assessment in staff practice
- Complying with the NDIS Quality and Safeguards Framework
- Ensuring appropriate governance measures are in place

STAKEHOLDER AND COMMUNITY ENGAGEMENT

We will increase our presence and strengthen our relationship with the local community and business as a leader in service provision

We will achieve this by:

- Growing the number of Koomarri sites
- Strengthening our reputation in the provision of services
- Actively contributing to evidence-based sector knowledge
- Increasing partnerships with public and private businesses