

## KOOMARRI Supporting people with disability

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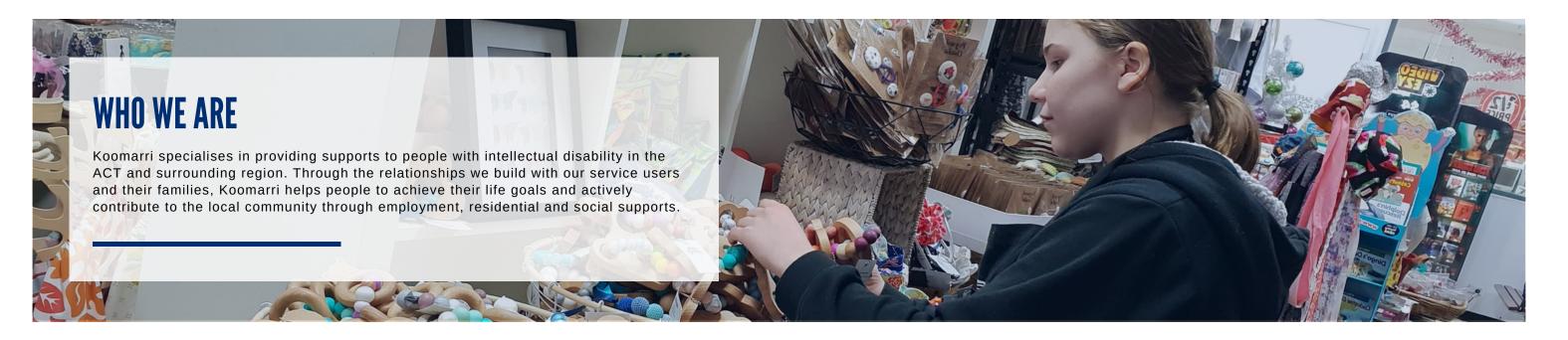


ABN 38 599 467 782

# STRATEGIC PLAN 2019-2022

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





### **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

# OUR PRIORITIES