



Strategic Plan 2023-2026

we care for you *wherever you are*



we care
for you
*wherever
you are*



● Being current in a *fast moving world*

Southern Districts Support is an organisation with a remarkable reputation for providing quality support to those receiving services delivered by us. We are in a unique and exciting time currently with a new leadership team who are committed, passionate and driven to grow the organisation based on ethical values, robust governance systems and ensuring we are providing exceptional quality services in ways people want to receive them. The next three years is going to be unprecedented in regards to sustainable and strong growth of service delivery, diversity in our offerings and an expansion in our geographical spread. A name change and rebranding is the catalyst to signal to us and others that these changes are imminent.

Adrian Bennett, Board Chair

This can only be achieved when the foundations of our organisation are strong, that we have capable and motivated staff with positive attitudes contributing to a wonderful workplace culture and we work in unity for the good of the organisation and this is now occurring.

This current strategic plan has been developed with staff and Board contribution, is focussed on the future without forgetting the critical building blocks of services, people, organisation, finances and reputation.

We recognise some of our goals will be achieved prior to 2026 and are going to be using the plan as a working tool that can be built on as opportunities arise.

Please join us on this journey

Bridget Harvey, CEO

Our five guiding strategic principles for 2023 to 2026

These principles and measurable intentions will continue to guide us over the next three years

Services

Quality Services delivering independence, connection and care



People

Values driven, motivated, skilled, diverse people delivering our purpose



Organisation

Governance, systems and infrastructure that sustains performance and culture



Financial

Strong financial position, enabling quality outcomes



Reputation

Well-regarded and positioned in the sector and beyond



These will always be guided by our values of

Justice, Respect, Service, Care and Unity

And aligned with our purpose of Enriching Lives and supporting independence and our mission of offering flexible, dignified and responsive care services to enable our clients to maintain their independence, connect with their community and strengthen carer relationships.



Our Strategic Plan 2023 – 2026

These **strategic principles** will guide us over the next three years

Services	People	Organisation	Financial	Reputation
We offer quality services delivering independence, social connection and care	We have values driven, motivated, skilled and diverse people delivering our purpose	Our governance, systems and infrastructure sustains and enhances performance	Strong financial position, enabling quality outcomes	Well regarded and positioned in the sector and beyond
Engage with clients and families as partners in all aspects of service design and care	Alignment with culture and values across all levels of the organisation	Diverse skilled Board leading the organisation	Diverse funding streams and service offerings	Partner where possible with like minded organisations
Maintain diverse and responsive service offerings	Recruitment of the right people in a responsive manner to meet the service demand	Strategic reporting and streamlined decision making	Improve efficiency and profitability	Build representation at key sector forums
Maintain or exceed quality and safety standards	Build career progress and opportunities for our workforce	Strong clinical care governance	Maintain clear focus on financial performance and mitigate key financial risks	Ensure people can find out about who we are and what we do
Maintain awareness of and contribute to emerging practice innovation	Broadening volunteer base from the community and clients	Appropriate systems and infrastructure to enable quality service delivery	Financial compliance	Profiling our success related to client outcomes amongst staff, the sector and the community

These **measurable intentions** based on our strategic principles are how we will report our progress and ensure accountability across the entire organisation

Services	People	Organisation	Financial	Reputation
We offer quality services delivering independence, social connection and care	We have values driven, motivated, skilled and diverse people delivering our purpose	Our governance, systems and infrastructure sustains and enhances performance	Strong financial position, enabling quality outcomes	Well regarded and positioned in the sector and beyond
Carer group and consumer advisory group will be in place by June 2023 with the aim to implement at least 90% of reasonable and appropriate suggestions from these groups	Engage staff by provision of positive work conditions through excellent workplace culture, flexibility and financial incentives measured by staff turnover	The Board maintains governance knowledge through ongoing professional development and membership with the Australian Institute of Company Directors (AICD)	We will diversify our offerings and investigate social enterprise opportunities aligned with our values and strategic principles	We will partner with organisations that align with our values and contribute to quality services
Provision of responsive and flexible service offerings including assisting clients to achieve 'bucket list' activities and measured through customer surveys	Measuring our recruitment success through number of staff employed, staff satisfaction and length of service	Decision making across the organisation is informed by our values and strategic plan principles	We will constantly seek ways to increase efficiencies, profitability and maximise our investments	We will be proactively engaging with the community and represent the organisation at appropriate forums where possible
Proactively supporting an improvement focussed positive health safety and quality culture reflected in KPIs and performance appraisals for all staff	Support staff with development pathways, succession planning and measure by the number of staff and ways we support	Risk and governance is a focus for the Board and the establishment of a subcommittee will occur by June 2023	Financial performance constantly monitored through sound internal controls and adequate focus on sustainability and growth	We will utilise our rebranding and renaming exercise to heighten the awareness of who we are and measured by increase in enquiries and referrals
Maintain awareness of and contribute to emerging practice innovation and will commence a community of practice by June 2023	Continue our partnership with Volunteering WA and partner with schools and other community organisations to achieve an increase in our volunteers	New technology systems are fully integrated and automated where possible to increase efficiencies and accuracy	Statutory reporting is accurate and timely and our audit process is efficient due to our systems and processes	We will highlight our success through client's achievements through awards, newsletters, sharing stories in networks, both internal and external





122 Forrest Road, Armadale WA

Phone (08) 9498 4800

we care for you *wherever you are*