

# Strategic Plan 2022-2025



**Quality**



**People**



**Growth**

## Quality

### **High level of client service quality**

Meet or exceed sector benchmark against agreed clinical governance framework

### **Client Satisfaction**

Maintain a minimum of 90% client satisfaction rating as measured through survey

Average resolution time for complaints is 10 working days with with "percentage of people who felt that their complaint had been solved satisfactory

### **Outcome Measurement**

90% of clients, participating within the outcome's measurement framework, meet or exceed their identified outcomes

## Growth

### **Financially Viable Growth**

Average annual underlying surplus to be maintained at at least 2.5%

Working capital as percentage of external revenue to be above 10%

## People

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

Nett staff turnover of 20% or less per annum

Maintain a minimum of 80% staff satisfaction rating

## 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