



OUR VISION

We believe people's lives can be transformed through employment, education, and care.



OUR MISSION

Through meaningful employment and quality education, we support, nurture and prepare people with the skills, knowledge, and experiences to be successful in today and tomorrow's workplaces.

GROWTH, ENGAGEMENT & ADVOCACY



We will strengthen our relationships with industry and Government to grow future opportunities.

STRATEGIC OBJECTIVE 1

Build stronger partnerships, and enhance our engagement with industry and Government

PRIORITY INITIATIVES

- 1 Design a development strategy to grow key market share by sector and location.
- 2 Develop an employability program.
- 3 Expand our advocacy and thought leadership capabilities.
- 4 Develop a plan to enhance and grow Government engagement and influence.

KEY PERFORMANCE INDICATORS

- 1.1 Total number of program commencements year on year.
- 1.2 Increase in value of key Government contracts.
- 1.3 Total number of opportunities for program participation.
- 1.4 Total number of opportunities converted to program participation.

QUALITY DELIVERY



We will deliver exceptional and caring services.

STRATEGIC OBJECTIVE 2

Enhance the quality of our targeted service delivery

PRIORITY INITIATIVES

- 5 Grow organisational capability and systems to support wellbeing and mental health.
- 6 Review and improve our Aboriginal and Torres Strait Islander programs.
- 7 Enhance and standardise our blended education and learning delivery model.
- 8 Establish formalised partnerships with Aboriginal and Torres Strait Islander owned and controlled organisations to support service delivery.

KEY PERFORMANCE INDICATORS

- 2.1 Increase program participant completion rates (Aboriginal and Torres Strait Islander participants and non-Aboriginal and Torres Strait Islander participants).
- 2.2.a Increase participant satisfaction rates for education program participants.
- 2.2.b Increase participant satisfaction rates for employment programs.
- 2.2.c Increase host employer satisfaction rates.
- 2.3 Increase host employer retention rates.

PERFORMANCE & PRODUCTIVITY



We will operate effectively and efficiently to create more value for our participants and partners.

STRATEGIC OBJECTIVE 3

Review, streamline and improve internal operations, to allow us to provide more value to our participants and partners

PRIORITY INITIATIVES

- 9 Review internal efficiencies and effectiveness and embed improvements to all operational areas.
- 10 Develop a social impact framework.

KEY PERFORMANCE INDICATORS

- 3.1 Gross margin per employee rate.
- 3.2 Number of allocated contract positions achieved.
- 3.3 Cash ratio rate.

PEOPLE



We will create a highly engaged workforce culture to empower and harness the potential of our people.

STRATEGIC OBJECTIVE 4

Grow our high performing workforce culture where we live our values

PRIORITY INITIATIVES

- 11 Develop and embed an organisational learning strategy.
- 12 Design and deliver an organisational values program of work.

KEY PERFORMANCE INDICATORS

- 4.1 Staff survey sentiment score on high performance culture.
- 4.2 Staff survey sentiment score on organisational values demonstration.
- 4.3 Number of teams progressing and completing operational goals to required quality standards.

STRATEGIC

PLAN 2022-2025

OUR VALUES

RESPECT
EXCELLENCE
PRIDE
ETHICS
ACCOUNTABILITY
TEAM

