



Strategic Plan 2021-2024

Boandik Strategic Plan 2021-2024

Introduction

Our purpose

Partner with clients to enable them to live as they choose

Our values

We will enable clients to live as they choose by:-

- Promoting independence and wellness
- Providing choice of services
- Respecting the individual and their choices
- Enabling dignity

Our direction

- Focus on improving the quality of life for every client
- Enable clients to have control of their life
- Innovate and expand to meet the needs of the community
- Grow our brand
- Sufficient skilled staff to ensure quality care and services
- Ensure long term sustainability
- Maintain buildings and equipment to contemporary standards

Key result areas

1. Focus on improving quality of life for every client

Objectives:

- Client directed services available to clients
- Quality of life is a focus for all services

2. Enable clients to have control of their life

Objectives:

- Utilise co-design to empower clients
- Staff culture supports clients taking control

3. Innovate and expand to meet the needs of the community

Objectives:

- Allocate resources to research future need and innovation opportunities
- Deliver innovative programs to meet community demand
- Upgrade and increase independent living accommodation
- Expansion of disability services to support more people in the Southeast to live how, and where they choose
- Develop strategic alliances to support innovation and expansion

4. Grow our brand

Objectives:

- To be the preferred provider of aged and disability services across the region
- Market Boandik across the region
- Develop and promote our point of difference

5. Sufficient skilled staff to ensure quality care and services

Objectives:

- Recruit and retain a skilled workforce
- Train staff in the Boandik way
- Attract sufficient volunteers to meet the needs of the clients now and in the future

6. Ensure long term sustainability

Objectives:

- Strong governance structure
- Ensure compliance with regulatory requirements
- Maintain and analyse financial benchmarks and long term investments
- Ensure effective engagement with the community
- Diversify operations to expand revenue streams
- Investigate opportunities for environmental sustainability

7. Maintain buildings and equipment to contemporary standards

Objectives:

- Maintain and monitor long term building masterplan
- Efficiency in building programs
- Research and plan equipment replacement
- Keep abreast of technology and innovation

Operational plans linked to strategic plan

- Boandik operational plan
- NDIS business plan
- Health, safety and injury management action plan
- Risk control plan
- Building masterplan
- Diversity action plan