



**Strategic Plan**

1 JULY 2024 - 30 JUNE 2028

# Strategic Plan

## AT CONNECTGV, WE:

Believe in demonstrating excellence by supporting our people and families with care & compassion, and positively contributing to our community.

Genuinely care about working with our participants to develop individualised services that increase opportunities and realise the outcomes they are seeking for their own lives.

Have a passion for fostering a sense of belonging by building relationships, partnerships and connecting with our community.

## OUR VISION

**We are leaders in delivering innovative individualised services to realise the outcomes that our participants are seeking for their lives.**  
**We are values driven, with a culture of care, compassion, and inclusion. We are a professional team that demonstrates excellence in the disability sector.**

## VALUE PROPOSITION

We foster a sense of community and belonging by enabling friendship groups to flourish and by building connections within the community.

We are registered and credentialed with a strong compliance record.

Our proud 70 years of continued service within our community means we are highly experienced, trustworthy, and here for the long term.

We are training and development focused with pathways for staff and participants.

Our scale and range of services enables us to offer a holistic service for each participant encompassing whole of life transitions and needs.

Our strong culture of care, compassion, integrity and respect for our participants.

We celebrate and value diversity and inclusion within our staffing group and participant cohort. Our diverse backgrounds, skills and experiences create a unique and supportive environment.

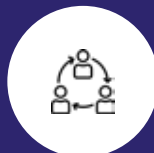
## OUR VALUES



RESPECT



INCLUSION



COLLABORATION



INTEGRITY



EXCELLENCE

## INTEGRATED BUSINESS SYSTEMS

- Efficient internal systems that meet business needs

01

## WORKFORCE PLAN FOR OUR FUTURE

- Workforce Plan
- Increased staff capacity to lead and manage change
- Staff trained to deliver efficient operations (business and participant)

02

## QUALITY SERVICES THAT MEET OUR PARTICIPANT'S NEEDS

- Clear future direction for our services
- Strategic and innovative approaches to meeting individualised participant needs

03

## POSITIVE STAFF CULTURE & ENGAGEMENT

- Improving staff sense of wellbeing
- Inclusive and supportive team culture

04

## EFFECTIVE COMMUNICATIONS & ENGAGEMENT

- Enhance our brand with clear messaging on changes to programs and service offerings
- Greater brand awareness across a broader market

05

## STRATEGIC PARTNERSHIPS

- Identify new or existing stakeholder relationships and partnerships
- Partnerships aligned to our new strategic direction

06

## STREAMLINED BOARD STRATEGY & OPERATING RHYTHM

- Enabling and supporting the CEO and Executive team
- Streamlined strategic board agenda and reporting processes

07