

STRATEGIC PILLAR 1

**OUR CUSTOMER IS
THE FOCUS OF OUR
ORGANISATION**



Ensure person centred care is a key feature of our services

- Build the “your way” philosophy of care with our customers.
- Action a model of service delivery that meets our customers’ needs.
- Support affordability for our customers.

Provide contemporary services for our customers

- Create contemporary service offerings
- Host and partner in events for social and community participation
- Promote and facilitate a great customer service practice.

Adopt a high-quality customer service approach

- Track, manage and improve care services.
- Use feedback to enhance the customer experience
- Build strong relationships with our customers.

STRATEGIC PILLAR 2

**INNOVATIVE
AND POSITIVE
CHANGEMAKERS**



Foster Innovation

- Provide innovation opportunities for our organisation.
- Engage Leaders in lean management principles.
- Empower a solution focused approach.

Create an efficient and collaborative organisation

- Embed the use of data driven decision making (DDDM) in the organisation.
- Create efficiencies using connectable technology solutions.
- Invest in research and development.

Improve stakeholder experiences

- Embrace solutions for better experiences.
- Measure and share successes.
- Engage with stakeholders for positive change.

STRATEGIC PILLAR 3

**PROMOTE
SUSTAINABILITY AND
POSITIVE SOCIAL IMPACT**



Ensure Sustainability

- Implement Sustainable financial practices.
- Promote and practice environmental sustainability.
- Collaborate for greater impact.

Lead the organisation ethically and responsibly

- Lead by example.
- Embed a culture of responsible behaviour.
- Ensure good governance and best practice.

Leverage and manage risks and opportunities

- Integrate risk management and accountability into everyday work.
- Seize opportunities to create success.
- Identify priorities and opportunities.

STRATEGIC PILLAR 4

**BE AN EMPLOYER
OF CHOICE**



Create workplaces where people want to work

- Provide career pathways and growth opportunities for our employees.
- Be competitive in remuneration and benefits.
- Create a positive work environment.

Embed a culture of safety and wellbeing

- Engage with our employees.
- Support wellness programs.
- Ensure a safety ethos and compliant workplaces.

Support our workforce to do their job confidently and competently

- Offer training and development programs
- Encourage continuous learning
- Provide regular feedback.