



# Coast Community Connections Ltd.

## Strategic Plan 2015-2018

### Our Vision is to create caring connected communities

**Our Mission:** We will create community by providing innovative care and support solutions, through business excellence, that connect and enrich the lives of people of all ages and abilities at every stage of life.

### Our Values

#### Respect

We value the strengths and abilities of every person and show each one courtesy and respect.

#### Integrity

We value honesty, keep our promises and do what we say.

#### Cooperation

We value the opportunity to work together on common goals and a common purpose. We look for opportunities to work collaboratively.

#### Commitment

We value determination and persistence in achieving our goals and celebrate the success of our accomplishments.

#### Creativity

We value experimentation and fun as we look for innovative ways to do our work more effectively.

Quality Services		Strong Partnerships		Professional Staff		Resilient Organisation	
We will build and deliver a broad range of accessible, affordable and high quality programs and services that meet community need and promote wellbeing.		We will build strong partnerships and networks that benefit the local community and improve outcomes for service users and consumers.		We will build a professional, customer-focussed workforce through effective management, training and an ethical, fair and supportive culture.		We will build a resilient and thriving organisation committed to integrity and transparency, effectively and efficiently using our resources for our Mission.	
Initiative	Status	Initiative	Status	Initiative	Status	Initiative	Status
A1: Create a recognisable and trusted brand for services – a provider of choice across all ages and abilities		B1: Seek region-wide partnership to deliver FACS-funded programs for community and youth services by June 2016		C1: Recruit a diverse workforce – in skills, culture, language, experience, identity		D1: Invest in technology and systems that increase efficiency and effectiveness	
A2: Be NDIS-Ready (services, systems, people, processes) by June 2016		B2: Develop and formalise service partnerships across complementary services – e.g. allied health, clinical and mental health, youth & children, disability etc		C2: Enhance specialist skills in working with diverse groups – LGBTI, CALD, ATSI		D2: Develop value proposition and business models for services, programs and business-for-purpose ventures	
A3: Lift each service to the next level in quality accreditation		B3: Develop Business Services Alliance		C3: Maximise employee engagement		D3: Target revenue growth to \$18 million in 2018 with earned revenue of 60%	
A4: Broaden service footprint and regional presence		B4:		C4: Enhance employee change readiness, capability, and adaptability		D4: Implement organisational resilience program	
A5:		B5:		C5: Develop and implement agile leadership program		D5:	