

OUR VALUES = WHAT MATTERS TO US OUR VALUES = WHAT MATTERS TO US OUR VALUES = WHAT MATTERS TO US

**FRIENDLY
&
CONSIDERATE**

**COMMITTED
&
ENTHUSIASTIC**

**INNOVATIVE
&
RESPONSIVE**

**ETHICAL
&
COURAGEOUS**

**PROFESSIONAL
&
COMPETENT**

1. STRENGTHEN AND EVOLVE SERVICES THAT DRIVE INCLUSION

1.1 ENSURE THE QUALITY CONSISTENCY AND EFFECTIVENESS OF OUR SERVICES

- Complete service profiles
- Develop best practice standards
- Simplify policy and procedures
- Formalise our approach to quality improvement projects
- Develop service flexibility improvement project
- Rollout Measuring Outcomes of Services and Supports'(MOSS) Tool
- Evaluation framework in place

1.2 RESHAPE SERVICES TO ENSURE VIABILITY UNDER NDIS

- Provide information to current clients prior to NDIS full rollout
- Trial centralised customer intake mechanism and individualised packages in a region
- Map and cost existing services against the NDIS clusters and prices
- Agree service delivery model
- Further refine our service catalogue

1.3 EXPAND DISABILITY SERVICES IN A TARGETED AND RESPONSIVE WAY

- Investigate opportunities for partnerships
- Explore different delivery mechanisms
- Develop and maintain service mapping and market intelligence
- Pursue partnership opportunities with other disability providers
- Implement our Reconciliation Action Plan in the services we offer to Aboriginal people and their communities
- Develop and implement the equipment and technology services strategy
- Develop and implement our recreation services strategy
- Secure growth opportunities from the transfer of NSW Government services
- Agree and implement our therapy services growth plan

1.4 PURSUE OPPORTUNITIES AND DELIVER INNOVATIVE SERVICES

- Create a model to generate and test new service ideas
- Identify other business streams

2. LEAD AND INFLUENCE CHANGE THROUGH CUSTOMER AND COMMUNITY ENGAGEMENT

2.1 AN INFLUENTIAL VOICE IN EVALUATION AND RESEARCH

- Define our 3 year research & evaluation agenda
- Explore secure funding models for research
- Collaborative engagement with Ability First/NDS/other research partners

2.2 A RECOGNISED AND RESPECTED BRAND TO ATTRACT AND RETAIN CUSTOMERS AND DONORS

- Provide information to existing customers about NDIS
- Develop a customer retention plan
- Develop a marketing strategy to attract new customers
- Establish a strategy to position Northcott as a quality provider in the NDIS environment
- Enhance and leverage our customer ambassador & customer PC champion programs
- Continue to refine our offerings to donors

2.3 STRONG AND DIVERSE PARTNERSHIPS IN COMMUNITIES

- Establish and evolve partnerships with Medicare Locals
- Establish and evolve partnerships with ATSI & CALD organisations and communities
- Identify key organisations for partnerships and collaboration

2.4 RESPECTED VOICE IN POLICY AT BOTH STATE AND FEDERAL LEVEL

- Continue and deepen our engagement strategy with local members
- Review our Government Relations Plan
- Contribute to submissions and inquiries as appropriate
- Work with influencers and decision makers to inform and support the NDIS

3. BUILD A WORKFORCE THAT SHARES OUR VALUES AND IS CUSTOMER FOCUSED

3.1 RESILIENT STAFF , RESPONSIVE TO CHANGES IN THE ENVIRONMENT

- Refine our recruitment approaches
- Implement our frontline futures plan
- Review our rewards and recognition system to recognise initiative
- Strengthen the pool of people available for executive management roles
- Implement skills development opportunities for front line managers

3.2 A SKILLED AND FLEXIBLE WORKFORCE TO MEET CUSTOMER DEMANDS

- Articulate the workforce required for Northcott of the future
- Develop IR instruments to support our workforce requirements
- Revise and review our employee benefits program
- Continue targeted training and development
- Scope our agency partnerships for workforce requirements
- Increase options for trainees, scholarships and internships
- Review mobile flexible workforce pilot and translate learnings across the organisation
- Look more creatively for sources of labour to meet our needs

3.3 EFFICIENT HR SYSTEMS

- Ensure HR system interaction and alignment with client management system
- Provide quarterly HR report to line managers
- Establish organisation reporting of HR data
- Establish internal audit regime on HR compliance

4. ENRICH OUR VIBRANT AND VIABLE ORGANISATION

4.1 STRONG AND ROBUST PLANNING AND DECISION MAKING

- Establish a service development methodology for new services
- Develop a decision matrix for partnerships and mergers
- Strengthen business planning approach and support tools
- Improve management reporting
- Establish a process to capture NDIS and human services sector issues and our response

4.2 PROACTIVE RISK MANAGEMENT BASED ON INTELLIGENCE

- Align customer and employee evaluation to inform decisions
- Establish disaster management plans
- Develop a mechanism for managing the prevention and response to abuse
- Update the risk register as required

4.3 CONTEMPORARY SYSTEMS AND TECHNOLOGY TO ENABLE GROWTH

- Improve our corporate support to regions

4.4 IMPROVED QUALITY AND CONSISTENCY OF OUR SERVICES AND MEASUREMENT OF CLIENT OUTCOMES

- Implement the MOSS tool and develop a research project
- Review quality of life measures
- Work with AFA to improve service quality and reputation for Northcott
- Implement the customer complaints and feedback system

4.5 EXPANDED REVENUE SOURCES AND SOUND FISCAL MANAGEMENT

- Develop simple customer contracts
- Establish unit costs of services
- Map and cost existing services against the NDIS clusters and prices
- Identify and develop new funding streams
- Determine services suitable for philanthropy contribution and potential sources
- Improve business line reporting