#### **OUR PURPOSE**

We provide relevant products, services, education and consultancy that are preferred by community, health and human services sectors.

We provide excellence in accrediting and certifying agencies within the community, health and human service sector using recognised international, national, government and industry standards.

## **Our Vision**

We enable and create opportunity, understanding and connections to realise safe, viable and healthy communities.

### **Our Values**

## **Customers first**

We know our customers
We deliver what matters

We make decisions with empathy

## Ideas into action

We challenge the norm and suggest solutions

We encourage and embrace new ideas

We work across boundaries

## **Unleash potential**

We expect greatness

We lead and set clear expectations

We seek, provide and act on feedback

## Be courageous

We own our actions, successes and mistakes

We take calculated risks

We act with transparency

## Empower people

We lead, empower and trust

We play to everyone's strengths

We develop ourselves and those around us

#### **Business objectives**

#### **Strategies**

#### **Performance measures**

#### 1. Value for money

Differentiate the certification offerings by the group to promote affordable and relevant products for the sector.

- 1.1 improve and grow the cerfication business of group as our foundation resource.
- 1.2 explore NDIS, WANADA, Mental Health and disability employment opportunites for certification
- 1.3 identify and muster the skills and networks of board, partners and staff to match business opportunities

Customer satisfaction
Cost of products

# 2. Innovation and knowledge management

Ensure the information held in the systems of the group is analysed and shared for quality improvement in the human services, health and community sectors.

- 2.1 demonstrate the group's value as a repository of knowledge in the sector by developing and implementing
  - mapped business processes
- central information repository for sharing lessons learned in sector
- excellent information management capability

Number of relevant products shared on website

Number of requests for information from website

#### 3. Organisational transformation Create an agile organisation built on the growing capability of staff,

auditors and partners

- 3.1 develop capability to scan sectors for market needs
- 3.2 build reputation as a trusted advisor and consultant to stakeholders for relevant human sector, health and community sector policy development

Number of submission responses Number of consultations

## **Our Risk Categories**

- Continue revenue source through growth and margins in certification business
- Deliver relevant products and services that meet expectations
- Conduct routine market analysis to identify new and emerging product potential

- Leverage partnerships that match vision and values
- Develop our business processes to achieve vision
- Manage reputation and marketing of the organisation our products
- Develop a flexible staff/ service skill base to meet emergent needs,
   through up-skilling, recruitment and partnerships