



WHERE WE OPERATE

We are committed to delivering high quality services to you no matter your location.



cvgt.com.au
13 cvgt - 13 28 48



Strategic Plan Summary

2017-2020



This brochure is current as of June 2017. Benefits and services are subject to change at any time without notice. Please check with CVGT Australia for full and current details.



CVGT Australia is an innovative and diverse provider of employment services across three states, delivering positive benefits to the communities we service and the people that make up those communities.



OUR STRATEGY

OUR VISION

To deliver positive economic and social benefits to the community.

OUR PURPOSE

To get people jobs by providing employers with work ready people.

OUR VALUES

We place a high value on providing employers with work ready people, motivating clients to be work ready and making CVGT Australia a great place to work, by behaving ethically and with integrity, innovation and creativity.

OUR PROMISE

To deliver strong social and economic benefits to the community through ethical behaviour and by being the best at motivating participants and providing employers with work ready people.

OUR APPROACH

Our approach in transforming peoples' lives, is centred on delivering long-term positive relationships to our customers. We motivate our participants to be work ready, and promote employment as the best way of building sustainable communities.

For us to remain relevant and responsive we have constructed a strategic plan for the next three years that will:

- Deliver strong investment into our business systems and service delivery model
- Provide service levels that meet the needs of all our customers
- Enhance CVGT as a fabulous place to work
- Maintain a positive and productive relationship with Governments
- Realise growth so we can broaden our approach to building healthy sustainable communities through pathways to employment.

Phase one of this three year plan is strengthening our service delivery model, preparing and planning for industry disruption.

This will set CVGT up for the following periods of growth and expansion as a relevant, aspiring and visible provider of employment services across Australia.



OUR OBJECTIVES

OUR CUSTOMERS

Pro-actively engage with our customers to deliver customer-centred solutions

- Promote a customer-centred culture that delivers on the customer charter
- Develop participants and promote work ready people to employers
- Provide a seamless integrated service to employers and participants
- Maintain and grow relationships with government and funding bodies

GOVERNANCE & OPERATIONAL EXCELLENCE

Ensure CVGT Australia has effective, efficient and compliant governance and business systems

- Encourage and capture innovation
- Utilise superior technology, infrastructure and business systems
- Provide progressive leadership and strategic direction

BUSINESS DEVELOPMENT

Grow and diversify CVGT Australia's business

- Build strong, long lasting employer relationships
- Grow our national footprint

PEOPLE AND CULTURE

Promote staff engagement to achieve an integrated and customer-centred, team culture

- Attract, select, retain and develop the talent needed to achieve our goals
- Ensure positive organisational collaboration
- Reward great performance

OUR FINANCIAL POSITION

Manage our financial resources and assets to deliver the best possible outcomes for the community

- Ensure availability of funds to meet emerging opportunities
- Align our investment strategy with the CVGT promise
- Maintain ongoing financial viability

OUR OUTCOMES

Embedded person-centred culture that satisfies our customers' needs through excellent engagement and compelling and effective service delivery.

Enabling technology & business systems that enhances our customers' experience with efficiency, sustainability and professionalism.

Broaden CVGT Australia's Government relationships to become a 'go to' provider for comment on policy by decision makers and to be chosen by employers as the preferred organisation to lodge vacancies.

Position CVGT Australia as an employer of choice that attracts, retains and rewards great people who have the skills and tools to do their job.

Achieve growth that capitalises on our existing strengths.