

# Our 2025 Goals

1. Be a partner of choice

2. Be place-based, complete employment solutions

3. Expand our reach and impact within the community

4. Achieve increased employment numbers

5. Have a diverse and engaged workforce

6. Be digitally enabled

7. Have a pathway towards carbon neutrality

## Strategic Priorities

### Strategic Priority 1

Partnerships for employment solutions



#### Program and service delivery design

**We will:**

1. Design and deliver holistic, solutions-based program and service delivery models
2. Digitally transform program and service delivery models
3. Use evidence and the voices of our stakeholders to inform program and service delivery design
4. Ensure our employment solutions are culturally inclusive and respond to the diverse needs of our stakeholders

#### A partnership approach

**We will:**

1. Be a partner who is trusted to provide the right solution
2. Expand our employer network through a collaborative approach
3. Partner with complementary organisations
4. Engage all levels of government
5. Explore opportunities with non-government funders that share our values and objectives
6. Collaborate with industry and peak bodies

### Strategic Priority 2

Equipped and prepared people to deliver service excellence



**We will:**

1. Build a dynamic and inclusive workforce
2. Invest in the professional and personal development of our workforce
3. Value our people by listening to what they have to say and empowering their leadership and innovation
4. Provide a safe, culturally aware and healthy workplace
5. Invest in the digital capability of our workforce
6. Inform and drive our actions to exceed industry benchmarks in the areas of staff retention, quality performance and wellbeing

## Our Values

- Doing the right thing
- Finding a way
- Genuine care
- Working together
- Community wellbeing

### Strategic Priority 3

Planned growth with strong performance



#### Governance and leadership

**We will:**

1. Continually strengthen our governance, leadership and management frameworks
2. Have an Aboriginal and Torres Strait Islander voice represented at senior management and Board levels
3. Be agile, responsive and evidence-based in our decision making
4. Embrace a strategic and collaborative approach to risk management

#### Resources

**We will:**

1. Invest in transformational, digital technology that builds capability, performance and service excellence
2. Skilfully manage our assets and investments
3. Develop a strong and effective brand
4. Be environmentally sustainable, with a clear plan to become carbon neutral

### Strategic Priority 4

Connected and resilient communities



**We will:**

1. Investigate how best to build positive community impact and wellbeing through our continued philanthropic contribution
2. Engage with community members and organisations
3. Build strong and respected partnerships with the Aboriginal and Torres Strait Islander communities and their elders in each of our locations
4. Explore opportunities for creating engaging initiatives, such as social enterprise or business incubation programs