

We've Got You Foundation - STRATEGIC PLAN – 2023 – 2025

Geographic coverage	Services	Clients	Collaborate Services	Partners
<ul style="list-style-type: none"> ● Fraser Coast region including: ● Aramara, Bauple, Bingham, Boompa, Boonooroo, Brooweena, Burrum Heads, Colton, Elliott, Eurong, Gundiah, Happy Valley, Hervey Bay, Howard, Maaroom, Maryborough, Miva, Nikenbah, Owanilla, Tiaro, Tinnanbar, Torbanlea 	<ul style="list-style-type: none"> ● Aged care services. ● Disability Services. ● Transport Services. ● Home care packages. ● Personal care. ● Domestic Assistance. ● Social Support. 	<ul style="list-style-type: none"> ● CHSP - Seniors. ● Over 65's & over 50 First Nations. ● Youth. ● Non Emergency health clients. ● Dept. Vet. Affairs. ● Transport disadvantaged & isolated. 	<ul style="list-style-type: none"> ● Transport Services ● Youth transport. ● Buses – social outings. ● Taxis, limo's, car hire. ● Aged services ● Brokerage anywhere. ● Nursing services. 	<ul style="list-style-type: none"> ● Local, State, Federal Government ● Aged care providers. ● Hospitals. ● Home care providers. ● Clubs. ● Community Health. ● Youth services. ● Mental health services. ● Hervey Bay Neighbourhood Centre
Mission	Vision	Values		Business Goals
<p>✓ WGYF provides a range of responsive care solutions to individuals, organisations and stakeholders. We will aim to identify and meet service gaps providing regional services that foster wellbeing and connect community.</p>	<p>✓ WGYF aims to provide services that meet the growing challenges of living in a rural region. As an employer of choice, we aim to be innovative, sustainable and collaborative with our regional community and its stakeholders. We will achieve quality outputs and outcomes in our service delivery using our own people, brokered services and partnerships.</p>	<ul style="list-style-type: none"> ● Trust - for everyone connecting with our organisation and our services. ● Respect – Everyone who connects with us honours mutual respect. ● Accountability – Doing our best and taking responsibility for our work. ● Integrity – being honest, open and transparent in the community. ● Teamwork – Working with common plans, goals and commitment. 		<ul style="list-style-type: none"> ● Support unmet service needs. ● Deliver effective and efficient transport services, aged care services, events support and community engagement programs. ● Secure grants from all levels of government. ● Work collaboratively, including with volunteers, First Nations communities, CALD, LGBTI clients. ● Be an employer of choice with a best practice workplace.

KEY RESULT AREAS - We've Got You Foundation - STRATEGIC PLAN - 2022 - 2025

KRA 1 - REGIONAL SERVICES	KRA 2 - BUSINESS DEVELOPMENT	KRA 3 - FINANCIAL VIABILITY & GROWTH	KRA 4 - OPERATIONAL & GOVERNANCE STRUCTURES	KRA 5 - TRAINING & PROFESSIONAL DEVELOPMENT	KRA 6 - MARKETING & PUBLIC RELATIONS
<ol style="list-style-type: none"> 1. Secure Government contracts for the region and for diverse clients in need of services. 2. Provide Aged Care services. 3. Community transport solutions including with partners and brokerage. 4. Community Transport a core service. 5. Community Services. 	<ol style="list-style-type: none"> 1. Market services. 2. Continuous assessment/surveys of market needs. 3. Partnerships in delivery of services across the region to maximise service outputs. 4. Broker services to ensure unmet need is supported in the community. 5. Conduct a regular Assessment of services cost models and operations. 	<ol style="list-style-type: none"> 1. Annual Budget developed and approved by Board. 2. Staff trained in service costings, efficiencies and reporting. 3. Service outputs of programs aligned to contracts. 4. Aim for a surplus to ensure viability. 5. Target annual growth areas in the business. 6. Forward planning to maximise 	<ol style="list-style-type: none"> 1. Review operational structure regularly. 2. Maximise service outputs through best practice operational structures and systems. 3. Directors to monitor staff and service outputs against contracts. 4. Board to meet on a regular cycle to deliver against the Strategic Plan and Budget. 	<ol style="list-style-type: none"> 1. Ensure team members have quality PD's and KPI's. 2. Annual staff appraisals and renewal of PD's. 3. Review all policies and procedures annually. 4. WH&S and Risk Management Plans delivered. 5. Monitor fleet and service accreditation. 6. Develop an annual workforce training plan. 	<ol style="list-style-type: none"> 1. Marketing role to be resourced. 2. Marketing Plan and Action Plan to be developed. 3. Marketing Budget included in annual budget. 4. Marketing strategies developed in order to deliver service targets. 5. Managers trained in effective marketing and promotional strategies. 6. Recruit volunteer marketing resources including TAFE & Uni students.

	6. Deliver events to engage the community.	service opportunities and innovation.	5. Deliver annual Budget, Strategic, operational and marketing plans.		
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