



# Strategic Plan 2015-2017

“Connecting People to Family and Community”

## Strategic Priorities

<p><b>Supporting families and communities</b></p>	<p><b>Goal 1: Understanding and responding to community and customer needs.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• Customer expectations &amp; community needs researched and documented.</li> <li>• Customer satisfaction (&gt;85%) across all programs.</li> <li>• Customer service standards &amp; benchmarks met (&gt;85%) .</li> </ul>	<p><b>Goal 2: Delivering flexible and responsive community support services.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• Business plan targets and contracted outputs achieved (&gt;95%).</li> <li>• Improved social outcomes for people (well-being and connectedness indicators as measured pre and post service interventions).</li> </ul>
<p><b>Working together</b></p>	<p><b>Goal 3: Utilising our network of services to maximise positive customer outcomes.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• Number of local and regional service protocols &amp; partnerships established</li> <li>• Number of collective impact outcomes achieved</li> <li>• Organisational reconfiguration to integrate seniors programs</li> </ul>	<p><b>Goal 4: Creating and strengthening collaborative partnerships.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• Regional partnership established to position PSInc to tender for services.</li> </ul>
<p><b>Striving for excellence</b></p>	<p><b>Goal 5: Investing in innovation and continuous improvement.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• Industry registration and accreditation achieved and maintained</li> <li>• Strategy to maintain viability of child care services implemented</li> <li>• Integrated IT system with expanded on-line business capability</li> <li>• Corporate QI and service improvement strategy implemented</li> </ul>	<p><b>Goal 6: Remaining financially viable, with a strong financial base.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• Maintain balanced operating result</li> <li>• Adequate provision for asset replacement, ELE and other reserves.</li> <li>• Financial reporting system delivers programs within budget forecasts.</li> <li>• Admin and corporate expense lower than 15% of total expenditure</li> </ul>
<p><b>Leading by example</b></p>	<p><b>Goal 7: Having a healthy and strong workplace culture and sound corporate governance.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• Safe workplace and WHS systems that complies with WHS legislation.</li> <li>• Performance plans in place for all staff</li> <li>• Statutory and corporate governance requirements met</li> <li>• Annual staff survey</li> </ul>	<p><b>Goal 8: Being widely regarded as an effective advocate for the Hawkesbury.</b>  <i>Corporate performance measure:</i></p> <ul style="list-style-type: none"> <li>• PSInc positioned to influence planning and resource allocation decisions</li> <li>• Maintain and increase external investment in community support services</li> </ul>