

VISION

Vibrant Futures

PURPOSE

To champion and support people with a disability in their choices, based on principles of opportunity, participation, inclusion and equality.

VALUES

Collaboration

Courage

Innovation

Integrity

Respect

OBJECTIVES

1

Implement an ongoing workforce development plan to ensure a skilled, engaged, participant focused workforce which can scale up to meet increasing demands.

2

Increase community services to meet demands, funded through tenders and the NDIS.

3

Expand employment related services through the DES tender as well as NDIS employment funded opportunities.

4

Provide quality services which are self-directed and person-centred through an integrated service delivery model.

5

Advocate with and on behalf of people with a disability.

6

Strong, appropriate marketing of the organisation and its services in order to engage more participants.

7

Ensure systems, processes and infrastructure capabilities are efficient, fit for purpose and scalable.

8

Engage with key stakeholders who are committed to achieving similar optimal outcomes for individuals and communities.

PRIORITIES

Our Services

- Provide an excellent customer experience. Deliver high quality, contemporary outcome focused services within funding and legislative parameters.
- To build on our Disability Employment Services (DES) balancing STAR outcome success and sustainable margins. Positioning ourselves for future Employment Program opportunities such as Job Active.
- Develop NDIS Employment models for school leavers and people that require individual support responses to increase their capacity to enable access to DES and successful employment outcomes.
- Leverage our existing DES business and geographical footprint to grow our NDIS business.
- Increase NDIS customers to enable best value for money services. Supporting people to achieve their goals through a range of services such as core support and employment assistance. Bringing together the benefits of a National provider supporting local communities with local people.

Our People

- Grow our workforce and develop our staff to meet current and emerging demand. Achieving Organizational and Individual success
- Continuously improve the Health and Safety of our workplaces for the benefit of staff and customers
- Deliver workplace arrangements that are fair and effective for all.
- Provide Leadership that demonstrates our Vision, Purpose and Values in action.

Our Partnerships

- Demonstrate greater alignment with the IntoWork group of businesses to provide a superior customer experience that drives organic growth.
- Identify partnerships with other providers to deliver complimentary services, merger or acquisition opportunities.
- Demonstrate excellent relationship management with all partnerships
- Build strong partnerships with NDIA, Planners and Local Area Coordinators, CoAct
- Partner with Educational providers to contribute to improving outcomes for People with disabilities, through addressing Industry gaps for service provision or in educational outcomes for the individual.
- Build Brand awareness through our Marketing campaigns to attract more people to Interact and increase organic growth
- Advocate with and on behalf of people with a disability, increase our capacity to influence sector improvements beyond our organization in partnership with others.

Our Resources

- Invest in IT systems to enhance customer experience, improve efficiency and to stay ahead in a competitive market.
- Invest in Business Development and the additional resources required to improve our staffing capabilities
- Identify opportunities for Social Enterprises with a purpose
- Utilize all of our human, financial, infrastructure and environmental resources responsibly and ethically to ensure the sustainability of our Organization.
- Ensure systems, processes and infrastructure capabilities are efficient, fit for purpose and scalable.