

Strategic Plan 2016 – 2017



Strategic Pillars	Where are we now in September 2016	Where we want to be by September 2017	Action	We will measure
Meeting customer needs we will build a customer-centred organisation that is driven by our purpose and provides the right services to each customer using the Montessori Principles of self-determination and self-actualisation.	Operating in a highly regulated environment that is based on government contracts defining program outputs rather than focusing on customer's individual needs.	Customers will all have an individual plan and Lifebridge will be providing service based on individual need to the best of its ability within the constraints of current block funding contracts whilst working with customers to co-design future service offerings.	We will build a customer centred service culture and our new programs will be co-designed with our customers; we will focus on our existing customers first, supporting their transition under the coming reforms; we will be known as a provider who embraces leading practices and techniques in service delivery that are evidence based and produce results.	Satisfaction, engagement and quality
People & Culture we will be professional, focus on outcomes, value our people and ensure we are all accountable.	Piloting different ways of creating more autonomous work structures, including self managed teams that devolve more responsibility to front-line staff, embody person centred practice principles and the "Lifebridge Way".	Subject to the success of the pilot, more staff members will be operating with a greater level of autonomy and more Self managed teams (or a variation of this model) will be operating in the organisation.	We will refine the success and development plan so that staff and volunteers are clear on their roles and responsibilities; we will invest in training and develop professional training options; we will recognise and reward our people within the capacity of the organisation; we will embed the Lifebridge Way and Lifebridge values across the organisation; we will create a more autonomous, mobile work force.	Satisfaction & Engagement Understanding and Confidence Communication and Collaboration
Sustainable operations we will ensure Lifebridge operates efficiently and effectively so we can invest in our customers, people and resources.	Hierarchical business model with high overheads that is highly regulated and office bound where each department works in silos and the focus is on outputs and program management.	We will have moved towards an integrated business structure that will not only streamline the customer's experience at Lifebridge but will reduce corporate overhead expense and enable Lifebridge to prepare for operating in a free market environment.	We will know and track our costs for every service; we will deliver cost effective sustainable services; we will reduce costs by streamlining operations through process improvement, systems integration and organisational structure; we will create a culture of continuous improvement.	Profitability, sustainability Continuous Improvement
Communication & brand development we will further understand our customers' needs and increase community awareness of Lifebridge's services in order to build our reputation.	Minimal experience in developing a market presence beyond our current market suppliers.	We will have actively engaged with our current customers and made significant steps towards preparing the appropriate marketing strategies for external customers.	We will focus on further understanding and knowing our customers; we will build our reputation through community engagement and awareness building activities; we will learn about and know our competition and understand the market in which we operate.	Awareness Communications Retention
Strategic alliances we will be proactive in securing alliances that support achievement of our strategic goals and deliver services to our customers.	No approaches for strategic alliances have been made; partnerships are based on current service delivery and current business needs.	Lifebridge will proactively work on creating meaningful and mutually beneficial strategic alliances in response to customer need.	We will strategically seek partnerships and alliances that add value to the services that we provide or are able to fulfil a recognised service gap within the scope of our service offerings.	Partnerships Engagement