

anowah

Anowah Community Living Ltd
Strategic Plan FY23 – FY25

anowah

PURPOSE

We support authentic social inclusion of people with disability so they are active and engaged citizens of Sydney's Third City

	Strategy Statement	What We Will Do
<p>Customer Experience</p>	<p>We listen to our clients, we help make things happen, we support authentic social inclusion</p>	<p>Formation of service innovation working group including Team Leaders, support workers and PWD</p> <p>Carer/Family Communication, Information & Education Program</p> <p>All client information including web site fully accessible and in easy read format</p> <p>Increased empowerment of clients</p>
<p>Sustainable Growth</p>	<p>We innovate and collaborate to increase our range of services and the number of clients we support</p>	<p>All current vacancies filled</p> <p>3 strategic partnerships with mainstream services</p> <p>Register as a provider with all Plan Management services with NSW presence</p> <p>Attract support from major corporate player/s involved in Bradfield development</p> <p>Growth in SIL service</p> <p>Growth in Community Participation service, with high levels of mainstream integration, capacity building and “all abilities” activities</p> <p>Quarterly review of plans, ROCs and live roster to ensure alignment</p> <p>Develop plan to align Anowah Accommodation Services to new NDIS Home and Living Strategy and Operational Guidelines</p>
<p>Influence</p>	<p>We develop and maintain strategic connections to ensure we punch above our weight</p>	<p>Attraction of high profile (corporate) Board Member/s involved in Bradfield development</p> <p>Actively seek opportunities to advocate for world class accessibility and inclusion within the Bradfield development</p>

	Strategy Statement	What We Will Do
<p>Workforce</p>	<p>Our collaborative and capable workforce are engaged by the Anowah purpose, are aligned to our values and are focused on impact</p>	<p>Internal communications strategy to educate on meaning of Anowah purpose & values</p> <p>Values based recruitment</p> <p>Reward and recognition program</p> <p>Implementation of employee journey map</p> <p>Employee value proposition defined and implemented</p> <p>Role based L&D plan</p> <p>Career progression pathways developed and linked to L&D plan</p>
<p>Branding and Marketing</p>	<p>Our brand and messaging resonates with people with disability, with the community of Sydney's Third City, and our purpose of authentic inclusion</p>	<p>External communications plan</p> <p>Ready Set Connect participation Oct 22, Dec 22</p>
<p>Processes</p>	<p>Our policies and procedures are set at the right level to deliver safe and high quality services, whilst supporting innovation and individuality</p>	<p>Structured quality system with concise policy framework</p> <p>Incident reporting process, feedback and complaints process integrated into quality system & continuous improvement process</p>
<p>Technology</p>	<p>Our technology is an enabler of efficient activity</p>	<p>Lumary enhancements</p> <p>Time and attendance system</p> <p>Rostering software</p>
<p>Property</p>	<p>The full value of our property is leveraged to support the Anowah purpose and to maximise our impact</p>	<p>All Anowah property accessible</p> <p>Sensory Garden</p> <p>Back veranda upgrade (Admin building)</p> <p>Bossley – concrete off street parking</p>