

# Strategic Plan 2021-2023



## Vision

Genuine connections that help our Clients achieve their best life possible.



## Mission

To work quietly in and with the community alongside people living with disability and their families, supporting them to exercise their own life choices and aspirations.

## Values



**Human dignity**



**Integrity**



**Diversity**



**Citizenship**



**Self-determination**



## Strategy

Ensuring we serve the number of Clients across a range of services, to deliver sufficient scale for investment in our business foundations and support further growth. This will ensure we are sustainable and thrive delivering on HCO's vision and mission for people with disability.



### We are going to do this by:

- delivering trustworthy, solid, values-driven services – what we call ‘real connections’. While we’ll make sure we have quality in place, we won’t get pulled into ‘bright and shiny’ for its own sake
- on-boarding new Clients and retaining existing ones by investing in our organisation so the quality, safety and efficiency of our service is maintained and continuously improved
- investing in our technology capability, as well as people and processes, will provide us with the connections and data we need to more efficiently use resources to provide compliant and high-quality services
- serving the cohort of people with disability that we are great at supporting. We will primarily focus on the local area of Mount Barker and the broader Adelaide Hills region as the fastest population growth Local Government Area district centre in South Australia – we will continue to deepen our footprint in this geographical area, whilst exploring other options.



### To do these things, we will need to:

- embed quality and safety in everything we do
- invest in people and foster a continuous improvement culture
- develop systems and utilise resources efficiently to drive sustainability, growth, and high-quality services
- leverage digital technology solutions to drive innovation and organisational capability.



### ...and we’ll know this strategy has worked if, by the end of 2023:

- our Client base has grown sustainably across a range of existing and new service types
- our net surplus margin continues to ensure we can deliver on our purpose
- we are delivering services to more people in affordable quality housing
- there is a demonstrated increase in productive and efficient work due to the implementation of our technology and digital strategy
- our workforce is highly rated by Clients, families, and stakeholders as well trained, and delivering high quality services and supports
- HCO is highly rated by our workforce across several safety and culture metrics
- we have a decrease in the number and/or severity rating of incidents across Clients and Staff
- we have demonstrated examples of Client, family, and stakeholder feedback having resulted in service improvement and innovation.



**Real connections**

8398 4400

mail@hco.net.au

76 Hutchinson Street, Mount Barker SA, 5251

hco.net.au