

2018 - 2021 Strategic Plan

DIRECTION 1 - Focus on our customers: Improve and grow services	DIRECTION 2 - Develop our team for quality service provision	DIRECTION 3 - Work for, in and with the Deaf Community	DIRECTION 4 - Diversify to be sustainable
<p>Improvement of current services against criteria of:</p> <ul style="list-style-type: none"> ● Consistency of quality and compliance ● Capacity building for empowerment ● Financial viability ● Organisational structure <p>Improvement of customer experience against criteria of:</p> <ul style="list-style-type: none"> ● Holistic approach to customers ● Consistency of quality and compliance ● Leanness of service provision ● Empowerment of customer ● Organisational structure. 	<p>Internal capacity building: empowering our team.</p>	<p>Developing a spectrum of partnership engagement.</p> <p>Empowering whole-of-life participation of the individual by building community life right into our service delivery through:</p> <ul style="list-style-type: none"> ● Information ● Linkages ● Capacity building ● Events ● Partnerships. 	<p>Strategic financial planning.</p> <p>Holistic approach to diversifying income within a landscape of the following possibilities:</p> <ul style="list-style-type: none"> ● Social enterprise ● Project funding ● Philanthropy ● Social investment. <p>Implement IT systems that ensure consistency and lean operations.</p>