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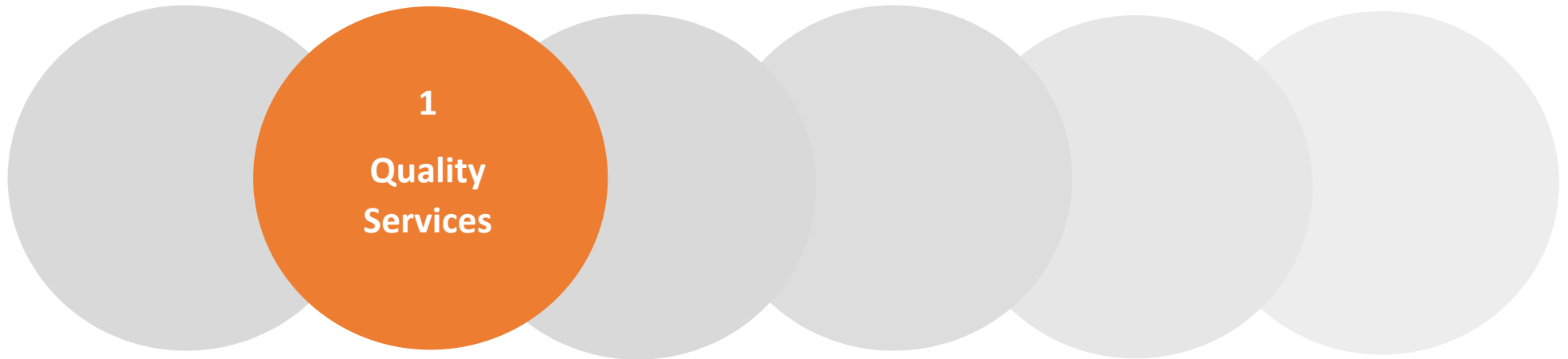
# Strategic Plan 2019



# Breakaway's Strategic Framework

<p><b>OUR VISION</b></p>	<p><b>Proposed new Vision:</b> Breakaway Toowoomba provides services for people with disabilities and their families through services that develop self-reliance, independence, community inclusion and a life of quality.</p> <p>Existing Vision Statement: The Vision of Breakaway Toowoomba is to be acknowledged as the leading provider of designing quality services which facilitate and support people with disabilities and their families to grow and achieve their full potential for a life of quality.</p>		
<p><b>OUR MISSION</b></p>	<p>Our aim at Breakaway Toowoomba is to ensure that a person with a disability and their family are valued, respected and included in the community.</p>		
<p><b>OUR STRATEGIC FOUNDATIONS</b></p>	<p>Be a service provider of choice serving the Toowoomba catchment area.</p>	<p>Promote community inclusion and independence for people with a disability</p>	<p>Build community capacity</p>
<p><b>OUR SERVICES</b></p>	<p>Community access and social and skills development activities</p>	<p>Supported Independent Living and Respite</p>	<p>Support Coordination and Plan Management</p>
<p><b>OUR STRATEGIC PRIORITIES (ENABLERS)</b></p>	<ul style="list-style-type: none"> <li>• Provision of high quality services</li> <li>• Financial growth and progress Breakaway's Mission</li> <li>• Strengthen business viability</li> <li>• Manage Risk</li> </ul>		

## Our Strategies



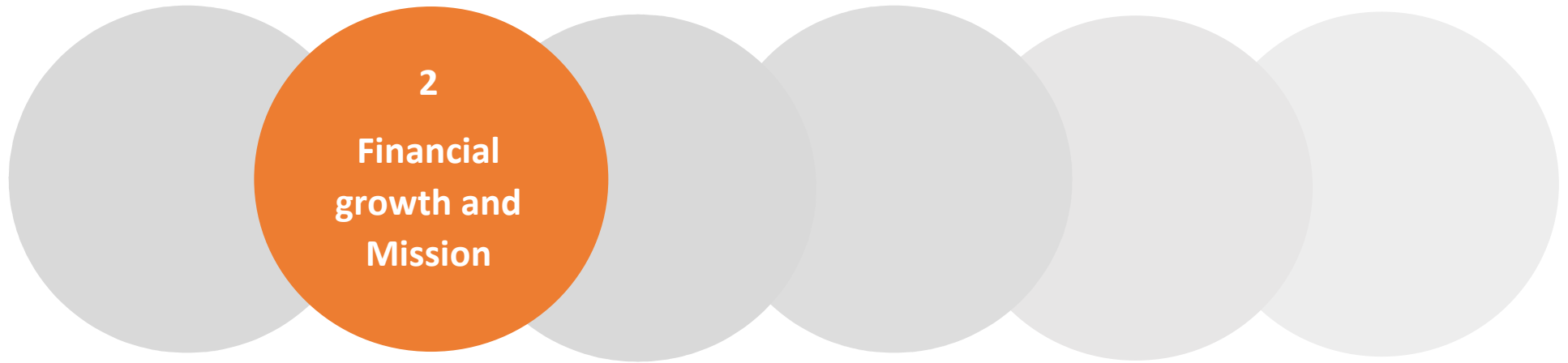
### We will be a strong, agile and innovative organisation by:

- Providing predictable, flexible, high quality services to participants
- Meet participant and family expectations
- Meet compliance requirements

### Measuring success:

- Predictable rostering of supports with less than 5% changes
- Roster availability 2 weeks in advance
- 10% reduction in complaints
- 95% positive feedback on client and staff annual surveys

## Our Strategies



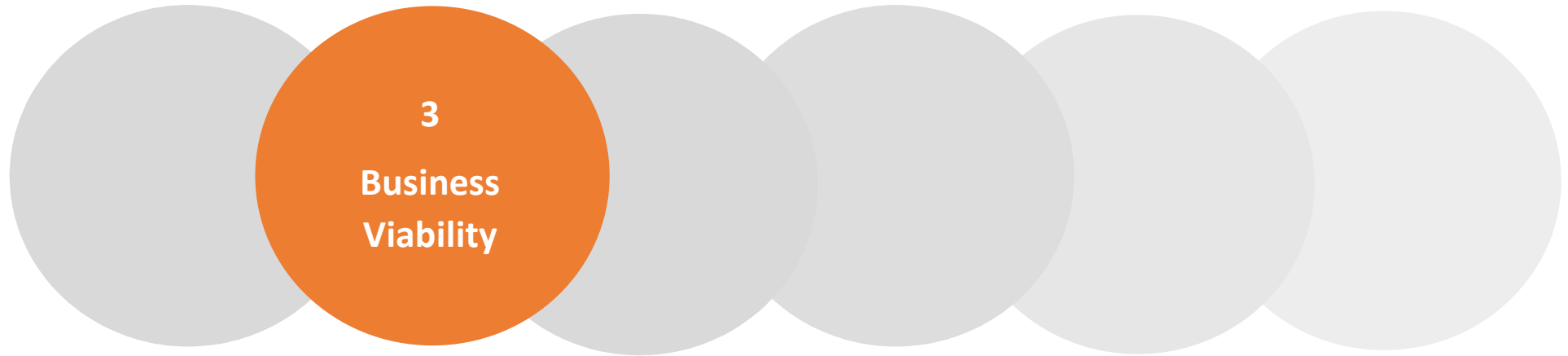
### **We will be a strong, agile and innovative organisation by:**

- Considering alternative revenue streams
- Meet participant demands for additional services
- Build social enterprises to meet participant development and goal requirements
- Lean and cost effective processes, without compromising on quality or compliance

### **Measuring success:**

- Operating at a surplus
- Less than 5% write off of bad debt
- No service delivery without a service contract
- Community visibility at relevant open days, expo's
- Actively marketing the Breakaway brand
- Increase in communication as evidenced through surveys
- Provide relevant services such as support coordination to areas west of Toowoomba
- Building the Creative Skills Group suite of activities

## Our Strategies



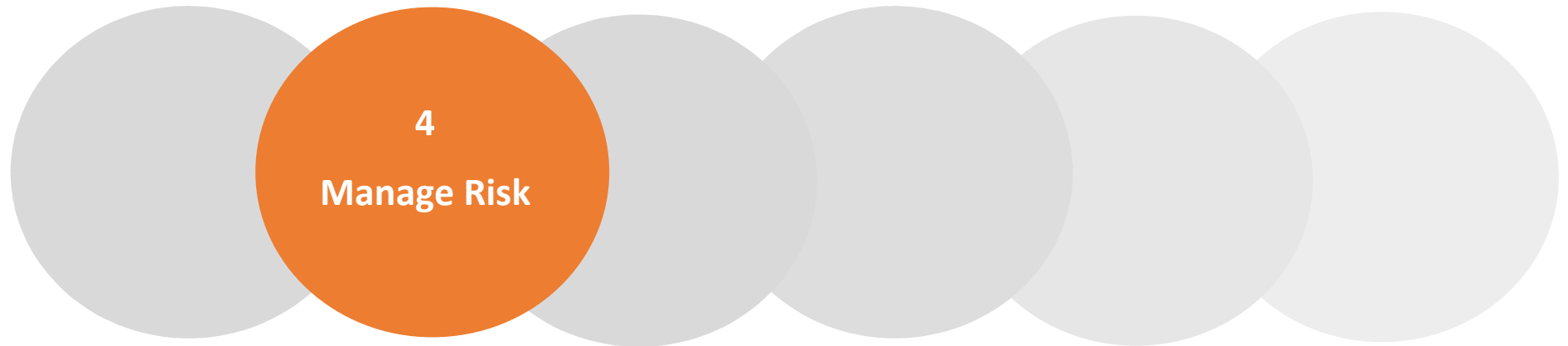
### We will be a strong, agile and innovative organisation by:

- Invest in Infrastructure, vehicles, IT and operating systems
- Workforce
- Reputation

### Measuring success:

- Implementation of an organisational one stop data management system
- Replacement of fleet vehicles at a rate of 1 every 6 months
- Successful transition to the NDIS Quality and Safeguards Framework for recertification
- 10% reduction in staff turnover
- Increase staff qualification level by 25% through traineeships and recruitment
- Increase staff skills through training, succession plans, toolbox training and information sessions
- Reduce staff complaints by 25%
- Maintain 0% unfair dismissal claims
- 80% of workforce stay employed with Breakaway after the 1 year mark
- 100% attending training

## Our Strategies



### We will be a strong, agile and innovative organisation by:

- Operating license
- Workforce management
- Incident prevention and management
- Standard of care provision

### Measuring success:

- Recertification against the NDIS Quality and Safeguards framework
- Annual Compliance audits in all areas of business
- 20% reduction on medication management incidents
- 10% reduction in staff accessing post critical incident support as a flow on effect due a reduction in incidents
- 10% reduction in WorkCover claims
- All facilities presents as homely, caring and well maintained
- Operational well maintained facilities and fleet