

Strategic Plan 2020-21



Kudos Services is an employee-led mutual, owned and driven by its members.

As a community of the most highly skilled and experienced therapists and support staff, together we exist to support and celebrate every child, young person and adult with a disability, from early intervention to ongoing therapy.

Kudos Services' 2020 Vision has been built on four key strategic directions that will guide our broad strategy for the next twelve months. It forms the basis of setting our immediate priority actions and operational plans, in alignment with our vision, purpose and values.

Our employee-led mutual is now in its second year of operation, having moved through the transition and establishment phases. In 2020-21 we will be focussed on our strategic priorities to continue to consolidate our quality services, member culture and community of care, while working towards a progressive future.

This Strategic Plan provides the springboard for further development of Kudos Services' longer-term business growth and sustainability strategy, which will be undertaken over the next twelve months. That will be the plan that takes us to 2023 and beyond, and will involve members, the Members Advisory Council, the executive team and the Board Directors in its development.

Thank you to all Kudos Services members, the Interim Members Advisory Council, the Senior Management Team and the Foundation Board of Directors, who provided valuable input throughout 2019 towards the strategic planning process.

Our Values



Knowledge

We are a bold, highly skilled and experienced multidisciplinary team of therapists, sharing best practice techniques with our community of clients and their parents or carers to achieve results together.



Enterprising

We are bold, innovative and brave, driven to do things differently through our Australian-first mutual model of integrated service delivery.



Camaraderie

We are a group of brave, purposeful people with a shared passion for improving the lives of children, young people and adults.



Heart

We will inspire and care for each other, take pride in our achievements through mutual celebration and ensure everyone in our community – therapists, people with disability – are valued and appreciated.

Our Vision

"We are built on the belief that every child, young person and adult, and their families or carers, has the right to belong to a supportive community that understands them and is completely focused on their unique ability to achieve the best that is possible."

Our Purpose

We empower children, young people, adults and their families and carers to shape positive outcomes and live their best lives.

Strategic Direction 1:

Mutual Culture and Governance

We will build a strong foundation for our employee-led mutual to flourish.

Our goal:

To bring mutual co-ownership to life.

We want to be recognised for our unique success as an employee-led mutual.



Strategic Direction 3:

People and partnerships

We will harness the power of people and partnerships to promote accountability and build strong, vibrant and effective services.

Our goal:

To invest in people and partnerships and develop a shared leadership model.

We want to continue to build a professional and highly skilled workforce and be seen as an employer of choice.



Strategic Direction 2:

Service Excellence

We will pursue excellence by placing clients, families, carers and communities at the centre of our work.

Our goal:

To be an innovative and high performing service, delivering outstanding client experiences and outcomes.

We want to help people with a disability, their families and communities feel empowered to achieve exceptional – rather than expected – outcomes.



Strategic Direction 4:

Financial Sustainability

We will be financially responsible and accountable.

Our goal:

To ensure financial sustainability and excellent value for money.

We want to be an influential voice in the disability sector and diversify and grow our service streams to leverage the greatest impact for our community.

