



# Strategic Plan

2021-2024

On Our Own Terms



## Our Vision:

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



## Our Purpose:

We seek to empower children, young people, adults and their families and caregivers to enable them to attain positive outcomes and live their best lives.

## Strategic direction 1:

Partner with clients to co-design outcomes

### → Our goal:

Partner with clients to co-design a tailored therapy service response appropriate to their needs and goals and grow further the reputation for excellence in our early childhood approach.

## Strategic direction 3:

Grow our quality Therapy services and supports

### → Our goal:

Drive ongoing improvements to continue to deliver high quality services to a growing group of children, young people and adults living with disability.



## Strategic direction 4:

Live the mutual culture

### → Our goal:

To bring our mutual to life through:

- An active and engaged membership.
- A clear decision-making and accountability framework to drive an employee-controlled culture based on our values of Camaraderie, Heart, enterprising and Knowledge.
- Robust means of measuring value of our mutual to members, to the Kudos Community of Care and to the broader community
- Upholding principles of good governance, communication, and transparency.

## Strategic direction 2:

Continue our excellence in the early childhood approach

### → Our goal:

Further develop and enhance the existing strong partnership with the NDIA, including continuing to meet and/or exceed KPI expectations, in our innovative and thoughtful delivery of the early childhood approach.