



Strategic Plan

2015 - 2018

Our Vision

By 2018 form an inclusive community that supports people to make positive changes to their lives

Mission

Improve people's lives through community engagement and lifelong learning opportunities.

	1	2	3	4
Goal	<i>Enable people to contribute to and have a choice over their lives</i>	<i>Maintain sustainable growth and development</i>	<i>Be known as a leader and innovator in the community sector</i>	<i>Strengthen DNH organisational capability</i>
Strategy	<i>1. Adapt our services and build support options to best meet client needs.</i>	<i>1. Ensure development of sustainability of current and future assets</i>	<i>1. Increase our brand image</i>	<i>1. Develop and improve internal information systems and processes</i>
	<i>2. Support and empower clients to focus on direction and apply choice</i>	<i>2. Broaden community, business and government connections to develop growth opportunities</i>	<i>2. Be innovative, flexible and responsive to change in community sector</i>	<i>2. Develop and encourage DNH staff to meet current and future needs of clients</i>
	<i>3. Improve access to service users to enable choice through streamlined systems and technology</i>	<i>3. Seek growth opportunities with the future and unmet needs of our market</i>	<i>3. Foster and develop partnerships that create an inclusive community</i>	<i>3. Align leadership capability and diversity with strategic direction</i>
		<i>4. Diversify sources of funding to support new initiatives</i>	<i>4. Increase recognition and understanding of DNH leadership and innovation role</i>	
			<i>5. Develop responsive and open communication with all stakeholders</i>	

Outcomes	1. <i>Service Provider of Choice</i>	1. <i>DNH services remain operationally, viable and supported</i>	1. <i>We are asked to pilot, initiate and comment on new initiatives by decision makers</i>	1. <i>Attraction and retention of staff</i>
	2. <i>Every client has exercised choice/direction throughout their involvement with DNH</i>	2. <i>Strong financial state</i>	2. <i>People of influence seek us out including business leaders and community</i>	2. <i>Stakeholders understand and share our vision</i>
	3. <i>Clients are achieving their personal outcomes</i>	3. <i>5 year growth strategy develop for currency and reflective of new strategic plan and initiatives</i>	3. <i>We have access to people of influence</i>	3. 4. <i>Our leadership is acknowledged by clients and their communities</i>
	4. <i>Suite of service options reflects client needs</i>		4. <i>Organisations seek partnering relationships</i>	
	5. <i>Ease of access for all clients</i>		5. <i>Informed staff and clients</i>	
			6. <i>Increased community awareness of DNH</i>	