

# Strategic Plan

## 2025-2028

### **Vision**

Vibrant Futures

### **Values**

• Collaboration • Integrity • Courage • Innovation • Respect

### **Purpose**

Enabling new opportunities for people living with disability or disadvantage to grow, learn and succeed in communities.





# Strategic Priorities

## Effective, Efficient and Agile

- Roll out Community and Care Services in a more consistent manner, ensuring services are
  - Responsive to participant and need
  - Delivering outcomes that encourage growth and opportunity for PwD or those experiencing disadvantage
  - Streamline the current use of our processes, systems and their capability.
- Deliver an Inclusive Employment Australia service that is evidence-based, delivers economic efficiencies and ensures performance supportive of long-term employment services
- Continue to diversify our overall PwD service offerings through new grants, tenders and previously unexplored markets
- Drive more targeted response to market need using our business-analytics systems
- Determine AI functionalities that can support internal efficiency, reduce administration; enabling stronger access, entry, and delivery

## Advocacy

- Leverage existing Group and external relationships alongside new connections to
  - Deliver proven and evidenced supports to respond to client and community needs
  - Drive outcome-led services for PwD and disadvantaged communities
- Strengthen relationships with local, state and federal departments and governments
- Seek out complementary partnerships for more presence on national stages
- Actively drive participation in complementary roles and advocacy opportunities that align to our values and brand

## Innovation

- Identify tender and grant opportunities that are outside Interact Australia’s current business operations
- Develop new programs in flexible delivery models to increase access to individuals seeking employment
- Explore the use of technology and software - how do they take us to the front of the pack?
- Diversify contributions to the community by exploring different types of engagement and community groups

## Social Impact

- Expand our services to target social disadvantaged and challenged groups including
  - Cultural and Linguistically Diverse(CALD) peoples
  - First Nations peoples
  - Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual and other peoples (LGBTIQA+)
  - People with history of antisocial behaviours and criminality (PwABC)
- Broadening our participant and staffing pool to support increased pathways and opportunities for
  - First Nations PwD and those experiencing disadvantage
  - LGBTIQA+ PwD and experiencing disadvantage
- Effective delivery of PwD services (NDIS, Disability Employment, catastrophic injury services) and other new initiatives exceeding program objectives
- Investigate, review and support technical and social accreditations that have capacity to enhance the services delivered across IntoWork and Interact Australia
- Increase our support for small, aligned community initiatives and partners that drive micro-level change

## Sustainable

- Ensure that financial drivers continue to be robust, supporting portfolio and overall surplus results
- Commit to ethically and sustainable environmental practices
- Maintain audit-readiness and our strong audit results ongoing
- Diversify into new locations, markets, and services
- Commitment to continuous improvement and sharing of best practice

## One IntoWork Team

- Ensuring a positive values-based workplace culture through the development of our people and open, transparent and celebrated collaboration
- Increase staff participation in professional development. Drive participation in IntoWork Leadership Academy to support staff development, learning and growth in current and future roles at IntoWork and beyond
- Creating clearly defined pathways across IntoWork Group for our staff access opportunities
- Seek out opportunities for intra-group collaboration as part of exploration of partnerships, joint ventures, mergers or acquisitions