



Strategic Plan

2023-2026



Gellibrand
Support Services



Our Vision

A community where individuals are respected, opportunities are explored and choice is promoted.

Our Mission

We support individuals with a disability, assisting them to improve their quality of life and achieve the outcomes that they want as valued members of the community.



Our Values

Respect

Care

Safety

Integrity

Accountability

Our 5 Pillars:

What are our bold plans?

What objectives do we focus on to deliver our bold plans? We will:

1



Client Centred and Values-Led

Gellibrand will focus on strengthening its unique client focus and boosting its values profile.

- Enhance our services with greater evidence-based approaches that **build leading edge client services and promote Gellibrand's values.**
- Develop a **Holistic Wellness Strategy** to increase capability focusing on specific client groups to assist each client's lifecycle journey.
- Develop **supporting processes to learn** from client experiences & promote **stories-led outcomes** to better support unique personal journeys.

2

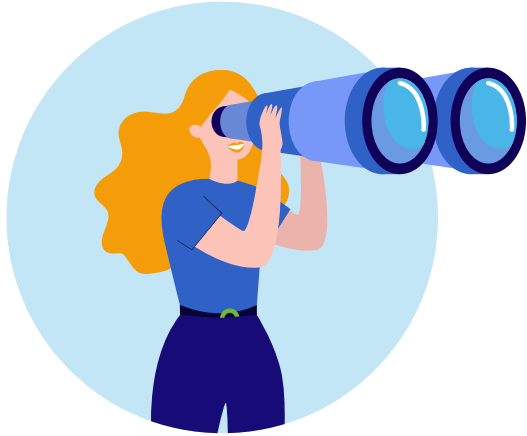


Partnership-Oriented

Gellibrand will continue to develop and refine external partnerships to deliver new and enhanced client services.

- Identify **external** partners with skills, values, risk management profiles and an approach to governance that support the Gellibrand profile.
- Continue to identify and **progress partnerships** that meet the organisational purpose.
- Build upon and expand **existing partnerships.**

3



Sustainable for the Long Term

Gellibrand will increasingly focus on building sustainable outcomes in all key areas.

- Continue to explore measurable improvements in performance, governance & risk frameworks.
- Identify and implement further sustainable **environmental, social and governance** opportunities.
- Develop new revenue models that secure **income diversity**.

4



Agile Operating Model

Gellibrand will continue to build a flexible and adaptive organisation.

- Build repeatable processes to optimise asset-**impact** and **time-efficiency**.
- Build upon existing standards & enhanced information management to improve communication, integrity, effectiveness & consistency.
- Organise supporting services, structures and technology to maximise efficiencies and to prioritise **quality** & safety

5



Employer of Choice

Gellibrand's employment profile will continue to attract and retain quality Team Members.

- Cultivate management capability, personal **effectiveness**, role/team **clarity** and team **collaboration**
- Enhance **professional development** processes & tools for **mentoring** and **coaching**
- Develop marketing and recruitment outreach to enhance Gellibrand's external brand.

The Gellibrand Way



Community

Gellibrand focuses on supporting individuals to be valued members of the community and develop and strengthen connections.



Put People First

The person and what they need always come first.



Clients in Drivers Seat

We do not know better than the person; it is their life, to be controlled and directed by them.



Flexible

There is no script here; adapt, improvise and overcome. People are individuals with individual needs.



Team Members Motivated by Clients

It's the clients we show up for; it's for their achievements and successes that we are here.



People not Disability

Gellibrand does not define individuals by their disability. Their needs are considered and supports are provided accordingly.



Focus on Attitude

Gellibrand employ for attitude and train required skills.



Real People

People who bring the essence of who they are to their supports



Real Connection

People who genuinely build rapport with the people they support.



Specialised

We don't try to do it all. We focus on what we do well, and that's what we do.



Real Service

Gellibrand are honest about our mistakes and take responsibility for them.



Personalised

One size does not fit all.



Meaningful

Outcomes are just outcomes, unless they have real meaning to the person.



Real Outcomes

Real people, real connection, and real service lead to real outcomes.



Focused on Service not Profit

Income is used to assist clients to live their best life. We are not motivated by profit but by service.



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