



OBJECTIVE	STRATEGY	GOALS	ACTIONS		
1 We are financially sustainable, with profit for service reinvestment	1.1 Investment is prioritised to support immediate growth and managed for ongoing service development	1.1.1 Establishment of South & North Rewire Hubs	North South Project Plan Hubs promoted and operationalised Hub reporting drives development		
		1.1.2 Telehealth capability delivered	Software & technology operationalised Research & develop therapy delivery		
		1.1.3 Annual Budget reflects provision for growth	Reserve investment confirmed		
		1.1.4 Service investment opportunities regularly assessed	Board & management meetings 6 monthly		
2 Services meet the needs of target client group, retaining and growing market share	1.2 Detailed understanding of costs will ensure profitability for growth	1.2.1 Organisation fully transitions financial focus from "not for profit" to "profit for purpose"	Budget developed with income predictions Clear performance measurement & reporting Risk of fluctuating income managed Impact measurement in investment reporting		
		1.3 Our integrated marketing plan will support our growth strategies	1.3.1 Marketing investment is effective in promoting strategy	Marketing plan developed & reviewed Marketing plan raises profile with government & bureaucracies Marketing plan includes CALD & ATSI Measurement of marketing effectiveness developed	
			1.4 Grant opportunities that support strategic objectives will be actively pursued from a variety of sources	1.4.1 Grant resources are used effectively to support the needs of BISA service users & their families	Management maintain regular oversight of grant opportunities Materials & expertise to support efficiency in grant applications developed
				2.1 Evidenced & improved outcomes will retain & increase client numbers	2.1.1 Program evaluation framework developed
3 Our processes drive excellence and safety in service provision	2.2 Being informed of client needs will guide our service development	2.2.1 An active consultative process created	Feedback systems for service users reviewed and developed Reporting on feedback woven into strategic plan implementation		
		2.2.2 Define and develop peak body role	Grow political engagement & profile with key stakeholders Build engagement with constituency of people living with ABI Develop & implement plan for Peak Body development		
		2.3 Service development considers holistic needs of people living with ABI, proactively seeking solutions to service delivery gaps	2.3.1 Consider quality of life development options	Explore development of a social committee Pursue funding to trial families and carers group Pursue funding to trial customised employment model Explore partnership development with DES providers Collaborate with housing providers to explore housing options	
			2.4 Service development explores alternative models of participant support	2.4.1 Explore building role of AHA's & Support Workers	Role & training of AHA's explored & developed in service delivery Role & potential of core support services reviewed & developed
		2.5 Service development explores the collaborative opportunities presented with the Repat Hospital development	2.5.1 BISA will be a welcomed and active participant in the reopening of the Repat	Proactive involvement in planning and development of the Repat	
4 We are the employer of choice for the staff we want	3.1 Our infrastructure will enable not inhibit service excellence	3.1.1 IT transformation delivered	Complete tender process and implement with successful provider		
		3.1.2 Process review, documentation and training	Review & refine process documentation for NDIS registration Develop additional policy & process docs for new systems + annual review		
		3.1.3 Equipment and resources acquisition	Discipline specific lists developed with priority gradings Annual review of equipment/resource acquisition & maintenance		
		3.1.4 Currency of knowledge in technology for ABI maintained	Create mechanism to identify, review, acquire for trial useful technology New technology is regularly reviewed by BISA to inform participants		
	3.2 Clinical governance structures will develop and monitor our services and their outcomes	3.2.1 Increase research involvement and utilisation	Funding pursued to research Neurotherapy Evaluation framework used to feed further research		
		3.2.2 Develop access for target group - website, telehealth	Establish telehealth as regional/remote service option Review website design for accessibility Develop framework for cultural safety in service provision		
3.2.3 Services positioned for earliest possible intervention		Increase exploration of Health/Disability service interface			
4.1 We will build sufficiency & scaleability of staffing by being an employer of choice for people wishing to work in the ABI field	4.1 Staff have opportunity to identify and feedback on needs	4.1.1 Staff have opportunity to identify and feedback on needs	Staff satisfaction survey undertaken regularly		
		4.1.2 BISA strives to create positive work environment	Initiatives that support & enhance staff satisfaction considered Action plan in response to surveys is developed & implemented		
		4.1.3 BISA invests in leadership & specialist knowledge dev.	Workforce retention & development plan is developed		
	4.2 Staff will meet our performance/values competency matrix	4.2.1 Org. operates with clearly defined & shared values	Organisational values reviewed and endorsed		
		4.2.2 Staff recruited meet org. needs & fit culture	Recruitment practice appropriately measures values fit		
		4.2.3 Org. defines necessary competencies of staff & Board	Competency manual developed/in use		
		4.2.4 All staff engage in delivery of strategic plan	All staff know contribution of role to strategic plan		
	4.3 We will have a flexible workforce model to meet the needs of our clients and staff	4.3.1 Employment conditions defined including flexibility	Flexible work options defined in policy, practiced & risks managed		
		4.3.2 Staff development is equitably accessed	Staff development policy is created, applied & resourced Informal options for skill sharing cultivated & supported Staff appraisal & KPI reporting, noting achievements, developing capacity		
4.3.3 Career development opportunities created		Staff supported in career development by gaining experience, growing response			