**Strategic Plan 2022-2025**

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| **Vision**  Rewarding  and valued  Lives for all people with disabilities  **Mission**  Support people who have intellectual and other disabilities to live fulfilling lives in the community, as independently as possible  **THC is**  A Quality Influential, Integrated Disability Service Provider | **Strategic Pillars** | **Strategic Focus Areas - In 2025 we will have achieved** |
| **Quality –** individually tailored supports delivered | 1. All clients have had a regular quality review where outcomes have been achieved. 2. Improved span of control of our team leaders, which has, enhanced team capability, improved client quality outcomes and brand sustainability. 3. We have maintained our vision; we have lived our values and we have adhered to our mission. Through this we have achieved a strong and sustainable THC culture and embedded capabilities. |
| **Sustainability** -THC delivers services sustainably. | 1. Service delivery has grown incrementally and service quality to participants has been maintained. 2. Collaboration and networking occur with a range of stakeholders to explore potential opportunities. 3. Alternative sources of revenue have grown through fundraising, philanthropy, bequests, fee for service etc. 4. THC has achieved efficiencies and effectiveness through technology. |
| **Opportunities –** Identified, evaluation and operationalised | 1. We have undertaken successful partnering arrangements that increase our access to varying types of housing stock. 2. We have developed our branding to enable us to create strategic relationships with philanthropic funders. 3. We have identified potential financial investments that will underpin our financial sustainability. 4. We have enhanced our approach to people resource development and see this as instrumental to our future. |

**Values**

Social Justice

The principle of valuing all individuals guides us to challenge unfair practices and policies

Passion

We are passionate and committed to our work

Integrity

We are reliable and trustworthy, demonstrating the best practice with those we support

Social Inclusion

We believe all people are entitled to the benefits of citizenship within our society

Respect

We treat all people with respect and understanding

Effectiveness

We focus on supporting people to live the lives they want to live