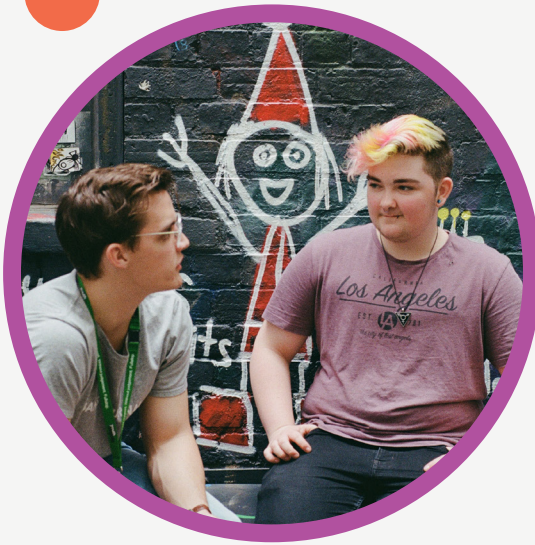


We empower growth



Purpose

To transform the lives of those in need through the power of employment

Impact

We empower our customers to achieve exceptional levels of sustained employment, enriching their lives and communities

Vision

A community where everyone can reach their potential through meaningful employment

Our strategic objectives

2022 to 2025

Build strategic partner relationships

Become an employer diversity champion

Grow existing and new markets

Invest in workforce expertise

Primary success measures

Rate of sustained outcomes 20% higher than sector average across all programs

Customer wellbeing significantly improved because of our services and captured through our impact assessment (NPS)

Our strategic objectives

2022 - 2025

Build strategic partner relationships

- Better articulate our value proposition and impact to partners and stakeholders
- Modernise our partner arrangements to maintain market relevance
- Negotiate and adopt a partners' 'statement of intent' to guide our rules of engagement
- Review our suite of program supports to maintain a highly valued and sustainable offering
- Develop new pricing models that reflect partner value and commitment

Become an employer diversity champion

- Develop a go-to market strategy for approval
- Co-design a valuable suite of service offerings
- Utilise a digital platform for interaction with customers
- Identify broader partnerships where the network can deliver increased value
- Build a base of employer partners

Grow existing and new markets

- Expand market share by leveraging CoAct's high performance profile in core Employment Services programs, strategically targeting new partners and regions
- Explore Allied Health offering to complement existing programs
- Capitalise on specialist expertise in Youth at Risk, Disability and Housing to seek new funding opportunities
- Develop recognised expertise in two new cohort specific areas e.g. care workers, ex-offenders and Indigenous

Invest in workforce expertise

- Lead network recruitment efforts with improved selection tool kits and support offers
- Develop a training and professional development framework across all programs
- Implement live training environments through 'model site' environments
- Invest in leadership development programs
- Build network communities of practice encouraging innovation and replication
- Encourage recognition and reward programs that acknowledge network leadership

Primary success measures

- Rate of sustained outcomes higher than sector average across all programs
- Customer wellbeing significantly improved because of our services and captured through our impact assessment (NPS)