STRATEGIC PLAN 2022–2025

GEOGRAPHIC COVERAGE

- We look after people in Lismore, Nimbin, Kyogle, Woodenbong, Casino and West of the range.
- Travelling to Brisbane and Toowoomba in the North, to Sydney and Dubbo in the South. From the coast to the East and West to Boggabilla and Moree. And everywhere in between.
- We support our First Nations Communities in Jubullum, Bonalbo and Muli Muli.

SERVICES

- Aged care services
- Transport Services
- Home care packages
- Domestic Assistance
- Social Support
- Medical appointments
- First Nations and CALD

CLIENTS

- CHSP - Seniors
- Over 65's and over 50 First Nations
- Non Emergency Health clients
- Dept. Vet. Affairs
- Transport disadvantaged and isolated

PARTNERS

- Aged care providers
- Hospitals
- Home care providers
- Clubs
- Community Health
- Mental health services
- Job Networks

MISSION

HART Services provides a range of responsive care solutions to individuals, organisations and stakeholders.

We will 'make a difference' by providing regional services that foster wellbeing and connect community.

VISION

HART Services aims to provide services that meet the growing challenges of ageing and isolation.

As an employer of choice, we are strong, sustainable and highly engaged with our regional communities.

We achieve quality benchmarks in our sector for service delivery, partnerships and business operations.

VALUES

Caring We care for our people. Every client, worker, volunteer and stakeholder matters.

Openness Our integrity is paramount, so we operate with honesty and genuine connection.

Respect We embrace mutual respect for everyone who connects with our organisation.

Enjoyment If we are having fun, you will too. Your passion and personality is valued.

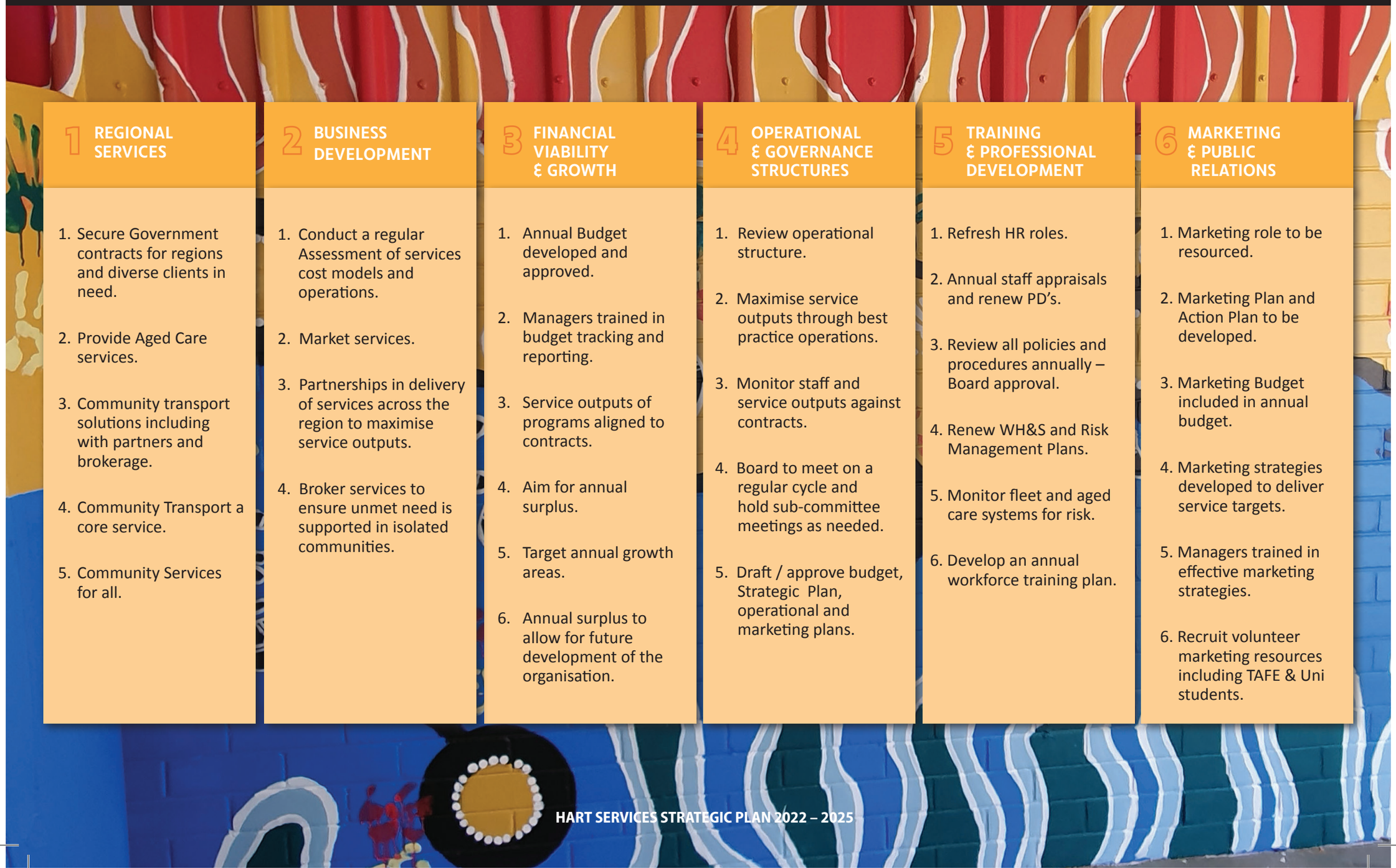
BUSINESS GOALS

Support unmet service needs.

Deliver transport services, aged care services, events support and community engagement programs.

- Secure grants from all levels of government.
- Work collaboratively, including with volunteers, First Nations communities, CALD, LGBTI clients.
- Be an employer of choice with a best practice workplace.

KEY RESULT AREAS (KRA'S) STRATEGIC PLAN 2022–2025



1 REGIONAL SERVICES

1. Secure Government contracts for regions and diverse clients in need.
2. Provide Aged Care services.
3. Community transport solutions including with partners and brokerage.
4. Community Transport a core service.
5. Community Services for all.

2 BUSINESS DEVELOPMENT

1. Conduct a regular Assessment of services cost models and operations.
2. Market services.
3. Partnerships in delivery of services across the region to maximise service outputs.
4. Broker services to ensure unmet need is supported in isolated communities.

3 FINANCIAL VIABILITY & GROWTH

1. Annual Budget developed and approved.
2. Managers trained in budget tracking and reporting.
3. Service outputs of programs aligned to contracts.
4. Aim for annual surplus.
5. Target annual growth areas.
6. Annual surplus to allow for future development of the organisation.

4 OPERATIONAL & GOVERNANCE STRUCTURES

1. Review operational structure.
2. Maximise service outputs through best practice operations.
3. Monitor staff and service outputs against contracts.
4. Board to meet on a regular cycle and hold sub-committee meetings as needed.
5. Draft / approve budget, Strategic Plan, operational and marketing plans.

5 TRAINING & PROFESSIONAL DEVELOPMENT

1. Refresh HR roles.
2. Annual staff appraisals and renew PD's.
3. Review all policies and procedures annually – Board approval.
4. Renew WH&S and Risk Management Plans.
5. Monitor fleet and aged care systems for risk.
6. Develop an annual workforce training plan.

6 MARKETING & PUBLIC RELATIONS

1. Marketing role to be resourced.
2. Marketing Plan and Action Plan to be developed.
3. Marketing Budget included in annual budget.
4. Marketing strategies developed to deliver service targets.
5. Managers trained in effective marketing strategies.
6. Recruit volunteer marketing resources including TAFE & Uni students.