



KOOMARRI

Supporting people with disability



Statement of Corporate Intent 2023-2026

Helping people with a disability to achieve
their life goals, dreams and aspirations

Who we are



Koomarri specialises in providing supports to people with intellectual disability in the ACT and surrounding region. Through the relationships we build with our service users and their families, Koomarri helps people to achieve their life goals and actively contribute to the local community through employment, residential and social supports.

This Strategic Plan articulates our vision of delivering quality services to people with a disability. Our four strategic priorities focus on our service users, staff, our operational and business models and long-term sustainability – all in a framework of continuous improvement and excellence.

Our Vision

To support people with a disability to achieve their life goals, dreams and aspirations.

How we operate

Koomarri is guided by the following core values in providing its services:

- Respect for the dignity and worth of every person
- Recognition that people with disability can make substantial contributions to, and participate in, their communities, if given the opportunities
- Recognition of the vital role of families in assuring that supports are appropriate, and of good quality
- A desire to offer people the most up-to-date and promising supports, which may involve gaining the support of government departments and other services in innovative efforts

Koomarri's core purpose is to maintain, improve and promote the highest possible standards in support for people with disability within a philosophy of person-centeredness.

We value:

- Inclusion
- Diversity
- Flexibility
- Empathy
- Integrity
- Accountability
- Innovation
- Continuous improvement



Strategic Priorities

1

Service User Experience

We will provide a high quality, transparent and customised service experience that is better practice and matched to individual needs.

We Will

- Customise service experiences
- Deliver reliable, timely, high quality support
- Be open, transparent and accessible

Measures

- Service user satisfaction
- Recommendation to others
- Service user retention

2

Skilled Engaged Workforce

We will have a skilled, committed, agile workforce that meets current and future organisational needs.

We Will

- Be an employer of choice with skilled, flexible and capable staff
- Foster a workplace culture that values respect, integrity, inclusiveness
- Have an innovative and evidence based better practices approach to our work
- Retain our family focus
- Provide a safe, healthy and happy work environment

Measures

- Create efficiencies in employee on-boarding
- Meet all mandatory training requirements and ensure all staff have the correct skills to succeed
- Implement measures to improve staff engagement and participation
- Retention of knowledgeable, skilled and high performing staff
- Reduction in employee turnover

Strategic Priorities

3

Service Excellence

Our services will represent evidence-based better practice that is informed by our service users and their support networks.

We Will

- Deliver quality, evidence-based better practice supports
- Embed a culture of continuous improvement that is responsive to people's needs
- Embed a culture of diligence and accountability
- Embed a culture of reporting

Measures

- Service users reach their goals
- Strengthen our reputation in the sector and community
- Maintain compliance with all legislative and regulatory requirements
- Maintain a robust Internal audit program

4

Sustainability

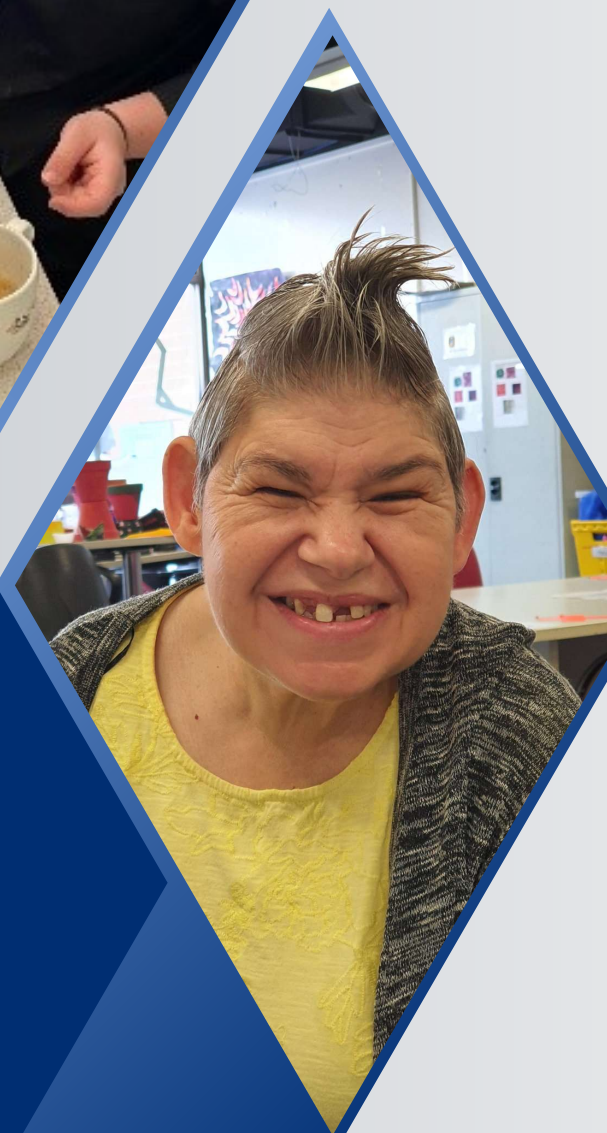
We will have efficient business systems, be financially sustainable and strengthen our relationship with the local community and business.

We Will

- Ensure all service lines are financially viable
- Leverage the use of technology to create efficiencies
- Maintain our reputation and continue to grow relationships with the local community and business
- Have strong, effective governance

Measures

- Financial sustainability
- Efficient and effective business systems and processes
- Increased number of partnerships with public and private business



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