

selectability
strategic
directions
2018 - 2021

our vision

To equip those with lived experience to enjoy a good, well-rounded and fulfilling life of their choice.

our purpose

Mental wellbeing and the prevention of suicide within and across our community.

#5

Strategic scale

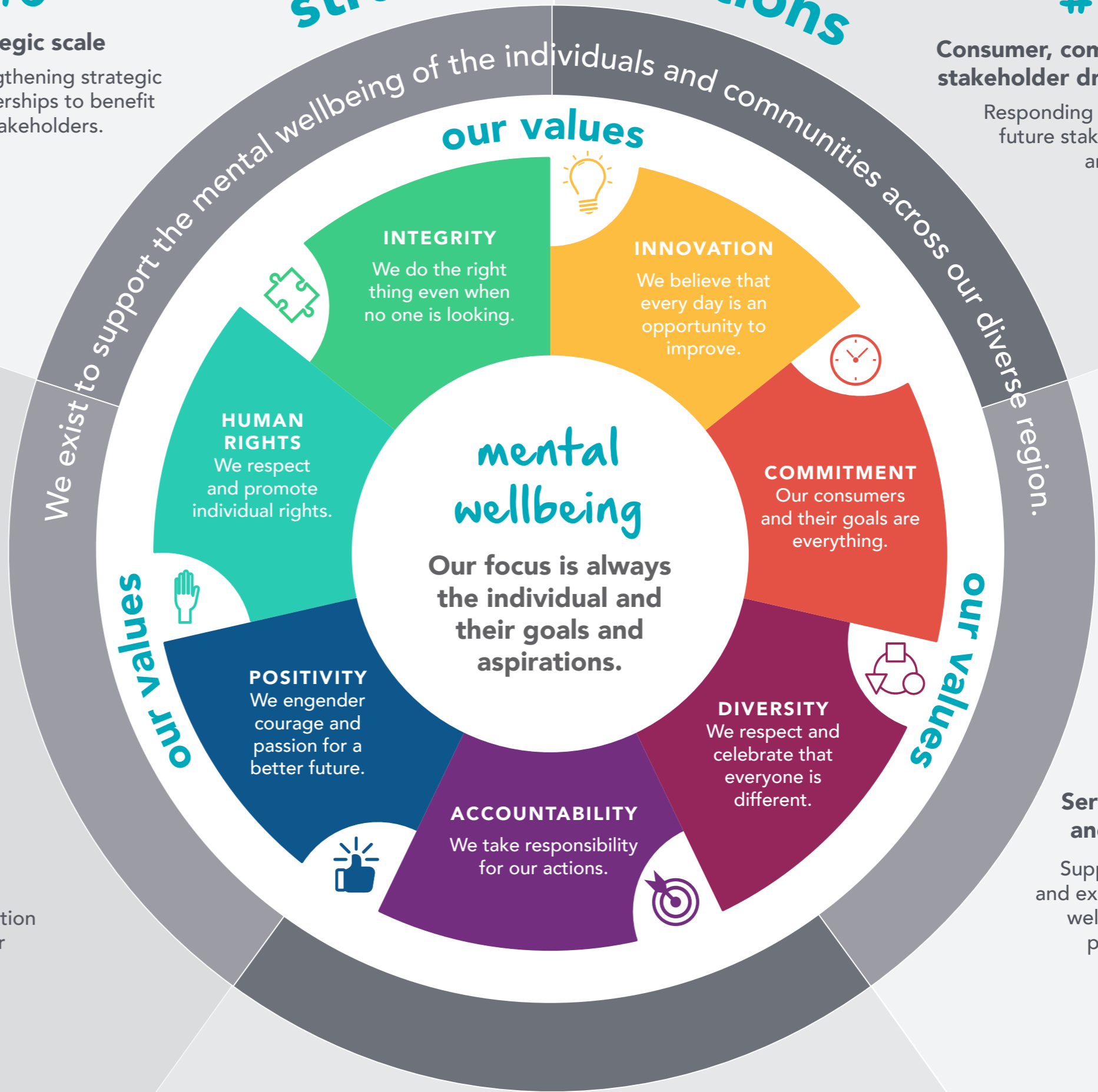
Strengthening strategic partnerships to benefit our stakeholders.

#1

Consumer, community and stakeholder driven culture

Responding to current and future stakeholder needs and aspirations.

strategic directions



#4

Regional leadership

Achieving nationally respected position as leader in our region.

#2

Service innovation and development

Supporting innovation and expansion in mental wellbeing and suicide prevention services

#3

Organisational performance

Establishing selectability as one of the most respected and financially sound mental wellbeing service providers.

Organisational priorities

"I am pleased to share the exciting strategic directions we will pursue through to 2021. Expanding our reach, breadth and ability to provide innovative mental wellbeing services is an important step towards our vision. It is an exciting but challenging future that will demand the utmost in organisational vitality, service quality, system integrity, accountability and meaningful outcomes for consumers, partners and stakeholders."

Tom Ryan,
selectability chair

DIRECTION 1

Consumer, community and stakeholder driven culture

Consumer research

develop advanced consumer research, feedback, quality assurance and service satisfaction capabilities.

Market intelligence

identify, monitor and project mental wellbeing and suicide prevention related needs, trends and expectations across the region and develop funded solutions relevant to those needs and expectations.

Advocacy

win the support and funding from the public and private sector.

Compliance

strengthen our relationship, compliance with the contractual objectives and outcomes sought by funding bodies and authorities.

DIRECTION 2

Service innovation and development

Innovation

utilise research to support innovation in mental wellbeing and suicide prevention services.

Service expansion

selectability tenders for and expands upon its range of services to enhance its overall service and support capabilities.

Targeted services

research the introduction of services to address the key components of a fulfilling life such as housing, training and employment (targeted consideration given to peer support training and employment opportunities).

DIRECTION 3

Organisational performance

Impact measures

develop systems to monitor and provide evidence of consumer outcome against funding mandates and consumers NDIS plans.

Systems and procedures

regularly evaluated and, where required, upgraded to provide for improved operational efficiency, improved consumer service/support, access to data for research and system integrity.

Prudential

management, compliance and contract conformance systems are further upgraded to best practice levels.

Governance

policies and procedures are reviewed to further enhance organisational performance, security and reputation.

Workforce

underpinned by selectability values and balanced by financial sustainability requirements, workforce conditions are regularly reviewed to ensure the right people are recruited, retained and trained in the right roles.

DIRECTION 4

Regional leadership

Market share

service development and expansion is focused on securing increased market share in mental wellbeing and suicide prevention related programs (in and across major local communities).

Service footprint

feasibility assessments undertaken to expand selectability's service footprint to meet community needs within the region.

Service quality

service performance is measured, monitored, reviewed and, where necessary, enhanced to best practice levels (or better).

Professional development

utilising selectability's RTO Jobtrain, professional development and staff training programs are expanded to raise individual employee and overall organisational capabilities and competencies.

DIRECTION 5

Strategic scale

Marketing

implement marketing programs to raise awareness of selectability's capabilities and commitment to consumer goals, and increase consumer patronage and associated funding support.

Patronage

implement development program that attract and retain consumers seeking to enjoy a good, well rounded life of their choice.

Partnerships and alliances

identify and develop worthwhile partnerships and alliances to help achieve better economies of scale.