

ON TRACK COMMUNITY PROGRAMS' STRATEGIC PLAN 2008-2010



On Track Community Programs
Connecting people to their communities

Vision

Connecting People to Their Communities

Mission

To provide responsive and flexible support services to people experiencing mental illness, disability or accommodation difficulties. Our aim is to improve an individual's quality of life by encouraging active participation, social inclusion and promoting independence.

Values

Social Inclusion, Respect, Equity, Individuality,
Empathy, Hope,
Encouragement, Professionalism

Business Context

OTCP's prime interest is providing high quality community based support services for people with mental illness, disability or at risk of homelessness.

Imperatives:

- OTCP constitution
- Commonwealth & State government contracts
- Accreditation of services
- *Disability Services legislation & standards*
- *Corporations Act 2001*
- *SACS award and employment legislation*
- *OH&S Legislation*
- Value for money for taxpayers.

Overarching Priorities

- Establishing OTCP's Strategic Goals as a primary driver for OTCP's activities
- Building OTCP's sustainability and capability by winning tenders for existing and new programs in existing and new geographic areas
- Understanding and overcoming barriers to the effectiveness and sustainability of OTCP
- Engaging with stakeholders to articulate and influence agendas for services for our consumers
- Evaluating and improving the effectiveness of OTCP in delivering client outcomes
- Applying the CQI quality framework to achieve system-wide improvements
- Strengthening OTCP's evidence-based decision making capacities
- Valued and respected staff supported by a culture of continuous learning achieving industry qualifications
- Clear planning and decision-making guidelines and processes from the Board down.
- Development and maintenance of community networks and partnerships with other organisations
- Effective marketing of OTCP's services and capabilities.
- Develop financial modeling expertise
- Establish NGO consultancy division
- Ensure our information technology capacity enables and supports our growth strategy
- Ensure all programs have stable secure sites
- Transition to Not for Profit Company entity

Strategic Goals

1. Quality Service Delivery

OTCP is recognized for providing a network of quality, consumer focused services as evidenced by consumer/carer satisfaction and external accreditation

2. Expansion of Services

To expand our services through competitive tendering and mergers with other service providers to provide sustainable programs and growth

3. Organisational Culture & Staff

OTCP is recognised as an organisation that values inclusiveness, respect, equality and best practice and which is reflected by high levels of staff satisfaction & effective communication.

4. Infrastructure

Ensure that the physical, technical, staffing and management infrastructure is in place to support our future needs

5. Stakeholder Value

OTCP's services are sustainable and valued by consumers, carers and key stakeholders

6. Governance and Business Capability

OTCP's business and decision-making processes and systems are rigorous and based on sound governance and efficient work practices.