



## VISION

Enabling Opportunity,  
Exploring Possibility,  
Establishing Connection.

## PURPOSE

Supporting dreams,  
choices and Individuality.

## OUR VALUES



### TRUST

We are open and honest.  
We act with integrity.

### KINDNESS

We support each other, we  
are compassionate.

### INCLUSION

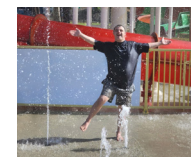
Embracing value in  
diversity and breaking  
down the barriers.

### LEARNING

In learning we will grow.

### CONNECTION

We work together to  
achieve our goals.





### STRATEGIC DIRECTION 1

#### Service Excellence That Delivers on Purpose

Deliver quality person centred support

The voice of the participant is at the centre of all that we do.

Upholding human rights approaches

Innovation in evidence based best practice models

Respond and implement high risk service models

Demonstrating our impact and making a difference



### STRATEGIC DIRECTION 2

#### Organisational Sustainability and Innovation

Long term viability and financial sustainability

Responsible growth and meeting unmet need in our sector

Creating organizational agility to respond to opportunity

Environmental stewardship



### STRATEGIC DIRECTION 3

#### We Influence and Deliver Impact for Our Community

Excellence in Governance ensures the stewardship of resources and the oversight of quality and safety

Conference presentations that lead evidence-based practice

Sector influence and development

First nations people supported and celebrated at CLO

Celebrating Diversity



### STRATEGIC DIRECTION 4

#### Our People: A Skilled and Capable Workforce

Fostering a culture of accountability and transparency

Developing our leaders

Developing frontline leadership capabilities

Developing and valuing our frontline workers (creating amazing staff)

Values based culture of learning, growth and quality

Organisational workforce planning that ensures the right person right job



### STRATEGIC DIRECTION 5

#### Quality, Risk and Continuous Improvement

Achieving excellence in Quality Accreditation audits

Quality and safeguarding framework for CLO that demonstrates our expectations of quality and safety

Governance of risk management, continuous improvement

Organisational plan for internal audits and continuous improvement to ensure safe competent care

Achieve system and process efficiency

Technology that meets our current and future needs  
Bringing the CLO brand alive through external and internal marketing

Have a health, safety and wellbeing culture  
Compliance systems that ensure regulatory adherence

CLO Committees improve quality and govern 'safe and competent care'