



Bridging the gap to independence



Strategic Plan

January 2008 – December 2012

Our Vision, Mission, Values & Core Business

Our Corporate Statement

a progressive Tasmanian Community Business...
delivering Service Excellence and Business
Excellence

Our Vision Statement

'bridging the gap to independence'

Our Mission Statement

developing and delivering high quality
employment, training, lifestyle, accommodation
and information services throughout Tasmania

Our Values Statement

The board, management and employees of
Oak Tasmania value:

- Individuals:** The rights and responsibilities
of all individuals
- Client Focus:** Client's aspirations,
expectations and requirements
- Commitment:** Commitment to the vision,
mission and values of the
organisation
- Accountability:** Individual, team and
organisational accountability
- Dignity and
Respect:** The right of each and every
individual to be treated with
dignity, respect and
compassion
- Trust, Honesty
and Integrity:** Trust, honesty and integrity in
all we do and all we say.

Our Core Business

a progressive Tasmanian Community Business...
delivering Service Excellence and Business
Excellence

The agreed core business, or reason for being of
Oak Tasmania is:

*Empowering disadvantaged people to become
active and equal citizens of our society.*

The key services that will be driven by the board
and developed and delivered by management
and employees now and in the future are:

- Business Services
- Lifestyle Services
- Living Services
- Future Services
- Information Services (New)
- Training Services

The key elements or processes that will support
the growth and development of current and
future services are:

- Our Values
- Our Vision
- Our Mission
- Corporate Services
- Community Governance
- Contemporary Leadership



Key Result Areas

Key Result Area One: Governance & Leadership

The Oak Tasmania board will be governing the organisation and management will be managing the organisation.

Key Result Area Three: Widely Acknowledged, Widely Recognised

Oak Tasmania will be widely recognised and acknowledged throughout Tasmania and the Australian disability industry for its unique vision, organisational achievements and client, employee and customer outcomes.

Key Result Area Five: Service Excellence, Business Excellence

Oak Tasmania will have continued on its quality journey, having moved beyond a compliance or quality mentality to a Service Excellence, Business Excellence approach, with the aim of enhancing its products and services and providing superior customer service.

Key Result Area Two: One Vision, One Culture

Internal stakeholders will have a clear understanding of the Oak Tasmania vision and be actively engaged in its implementation, laying the foundation for 'One Vision, One Culture'.

Key Result Area Four: Service Development, Business Development

Oak Tasmania will have consistently sought out tenders and opportunities with the aim of developing a comprehensive and integrated range of services throughout Tasmania and strengthened existing products, or created new products, within each business.

Key Result Area Six: Organisational Sustainability

Oak Tasmania will be a viable, sustainable and profitable organisation able to fund its vision, mission, desired future and strategic objectives.

Key Result Area Seven: Oak Tasmania, A Statewide Organisation

Oak Tasmania will be a statewide organisation delivering a diverse range of corporate services, lifestyle services, living services, training services and the various business services in targeted communities and all regions throughout Tasmania.



Endorsement Statement

Oak Tasmania's Board have reviewed and discussed Oak Tasmania's Strategic Plan and have agreed at its meeting of 25 February 2008 to support and finance its implementation subject to detailed and agreed financial documentation being presented, when and where required.

The Board seek the implementation of Oak Tasmania's Strategic Plan via the Chief Executive Officer. The quarterly monitoring and annual reviewing of the Strategic Plan is the Board's responsibility. In so doing the Board recognises and acknowledges that by investing in Oak Tasmania the best interests of the organisation and its various stakeholders, in particular current and future clients and customers, will be served.

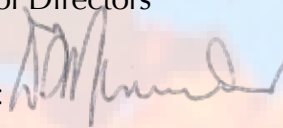
John Paton, Chief Executive Officer

Signed:



Donald MacLeod, Chairperson,
Board of Directors

Signed:



Contact

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