

Strategic Plan 2019—2022



To enrich the wellbeing of Gippslanders

Core Principles

We are inclusive We are proactive

We are accountable We show care

We strive for sustainable outcomes We are agile and adaptive



Our Values

Respect
Integrity
Empowerment

Goals	Objectives	Actions	Measures
Provide the right programs and services in the right places	<ul style="list-style-type: none"> Increase, improve and strengthen Quantum's presence across Gippsland based on identified need for programs and services Explore opportunities for new service programs that meets the need of Gippslanders 	<ul style="list-style-type: none"> Undertake service delivery mapping and service model reviews to inform service delivery across Gippsland Develop a strategic resourcing plan for Quantum Investigate and trial new service responses and partnerships Leverage new and existing referral pathways that includes male participation Enter into new funding, MOU and partnership agreements 	<ul style="list-style-type: none"> Quarterly Client Service Progress Reports Annual Client Services Report Increase in numbers of partnerships and services generated by Service Level Agreements and MOUs
Increase access to early intervention and prevention services	<ul style="list-style-type: none"> Build organisational capability in early intervention and prevention programs and responses Explore and expand a spectrum of early intervention and prevention responses Collaborate to build strategic partnerships with relevant services Research preventative programs that increase participation for males Strengthen social participation of males in current and future programs 	<ul style="list-style-type: none"> Develop a consultation approach and an evaluation framework to inform Quantum's service systems Identify complementary services, and primary health and education programs to inform the Family Wellbeing Model of Care Develop a Logic Model for Family Wellbeing programs and services 	<ul style="list-style-type: none"> Increased targeted training, and attendance at early intervention and prevention networks Strengthened partnerships with Universal Services Increased participation in prevention programs
Attract, engage and invest in our people	<ul style="list-style-type: none"> Nurture and support employees to achieve an inclusive, high performing, innovative and efficient workforce Attract and retain the right workforce Create a working environment that stimulates employees to communicate, collaborate and engage 	<ul style="list-style-type: none"> Develop an HR Framework outlining desired qualities and characteristics of Quantum's workforce culture Design and implement a Leadership Development Program Source an evidence-based employee Evaluation Tool 	<ul style="list-style-type: none"> Number of Staff completing the Quantum Leadership Development Program 60% staff engaged in evaluation Increased staff retention and decreased turnover, bullying and complaints Utilise HR KPIs to measure effective organisational performance with a focus on people
Build the profile of Quantum	<ul style="list-style-type: none"> Quantum is recognised as a Leader across Gippsland The Quantum name is well respected, well regarded and well known through improved communications with stakeholders Promote Quantum's Brand and service offerings 	<ul style="list-style-type: none"> Develop and implement a Communications and Engagement Plan Develop tools and techniques to establish the baseline for Quantum's Profile Develop a suite of Evaluation Tools that enables stakeholder feedback Launch Quantum's website; create branding plan; publicise resources; and develop a marketing plan 	<ul style="list-style-type: none"> Capture data that informs progress against the Baseline Increased community and stakeholder awareness of Quantum
Achieve a sustainable business model	<ul style="list-style-type: none"> Become a well-governed, agile, financially secure, accountable and sustainable organisation 	<ul style="list-style-type: none"> Undertake environmental scan to inform appetite for change, risk and growth Align the organisation's structure to strategic intent Leverage technology with the purchase and implementation of a financial management system Explore philanthropic partnerships, alternative business models and income streams 	<ul style="list-style-type: none"> Increased revenue, financial security and reduced business risk