



Our mission:

We support the lifestyle, physical and emotional needs of participants and their families through the provision of personalised activities, accommodation services, life skills and training programs of the highest quality.

Our vision:

Excellence in enhancing people's lives through supporting inclusion and choice for people with disABILITY.

Our values:

- Accountability • Collaborative • Innovative
- Dignity • Trustworthy

St Michaels Association Inc.

Strategic Plan 2021 – 2024

Our strategic focus and key outcomes

Our People

Our people are St Michaels' greatest asset. St Michaels fosters an organisational culture that attracts and invests in a skilled and supportive workforce. It is committed to providing a safe, dynamic and collaborative workplace for its staff and volunteers and is recognised as an employer of choice. We offer stimulating work, meaningful career pathways and opportunities for professional development in a harmonious workplace environment.

We acknowledge the ongoing role and contributions of volunteers. Best practise policies are pursued to make the volunteer experience lasting and mutually rewarding.

Service Delivery

St Michaels is in the service business. We are committed to quality person centred practices and the attainment of recognised quality assurance standards in all aspects of our service delivery.

We are not content merely to deliver "good" service to our participants. Service excellence is our aim and we acknowledge that this cannot be a mere platitude. The importance of doing what we say we will do goes to the heart of our credibility and the sustainability of our business. We must 'walk the talk'.

Collaborating with our participants, their families and carers, we seek to develop person centred approaches which are clear, meaningful and adapt over time in response to changes in the lives of our participants.

Sustainability of Operations and Finances

Sustainability is critical to securing the ongoing future of St Michaels so that we can continue to provide life changing services and programs for our participants.

We are committed to developing sustainable operations, implementing a practical plan to raise funds, observing prudent financial management and achieving the maximum benefit from available resources. We will proactively search for opportunities to enhance our service delivery and expand our business when appropriate.

Marketing and Communication

Communication is at the heart of our activities, including internal communication with participants, staff, volunteers and members and external communication with our stakeholders and the broader community.

To fulfil our vision, we are committed to implementing an effective marketing and targeted communication plan and building brand awareness.

Emerging Opportunities

We recognise the ever-changing environment in which St Michaels operates and proactively identify and evaluate emerging opportunities as they arise due to changes in government policy, technology, product innovation, market conditions or other factors.

We remain vigilant in identifying emerging opportunities and follow established protocols in the evaluation process.

Governance

The Board of Management operates with a strategic focus and is adaptive in line with the growth of St Michaels. The Board of Management adopts contemporary governance practices and continually monitors its effectiveness.