



STRATEGIC PLAN 2025 - 2028

Our Vision

To inspire our community to support and empower people with disability to reach their full potential and thrive.

Our Values



From the Heart



Open & Inclusive



Supportive & Respectful



Self Motivated & Reliable



Empowering Others

Our Purpose, Values and Culture

Our clients are at the heart of Casa Services. We prioritise their goals and aspirations by listening, collaborating, and delivering meaningful support.

We acknowledge and respect the traditional custodians of the land, and commit to fostering strong connections to language, traditions, and culture.

Strategic Goals

Pillar 1 Clients and Quality

Pillar 2 People

Pillar 3 Financial Sustainability

Pillar 4 Partnerships & Collaboration

Pillar 5 Governance

Objectives

1. Deliver person centred services to enhance Client outcomes through deep listening, choice, collaboration and quality care.
2. Aboriginal clients are supported to access safe, respectful and culturally grounded care, strengthened by strong advocacy and connection to language, traditions, culture and Country.
3. Continuously improve service quality through robust clerical governance systems, quality assurance processes and evidence-based care.
4. Provide a high standard of accessible, safe and secure homes for all clients.

1. Foster a progressive and purpose-driven workplace culture that values diversity, strengthens connections between management and frontline teams, and positions client outcomes at the centre.
2. Attract, develop, and retain a skilled workforce with a focus on growing local talent.
3. Develop leadership capacity across the organisation to provide career pathways, support succession planning and improve workforce stability.

1. Increase the utilisation of current supported independent living properties.
2. Ensure long-term financial health through forecasting, prudent budgeting, strong project analysis and risk management.
3. Improve operational efficiency by leveraging technology and streamlining internal processes.
4. Diversify Casa's market offering and consider the development of, or partnering up, with Specialised Disability Accommodation.

1. Contribute to sector advocacy and reform efforts to improve outcomes for people with disability in Central Australia.
2. Promote and market Casa brand to develop new partnerships.

1. Maintain strong governance systems to ensure compliance, accountability and continuous improvement.
2. Continue to strengthen risk management and clinical governance frameworks to support high-quality, safe service delivery.
3. Build board capacity by engaging directors with diverse skills, experience, and perspectives.

Performance Measures

- Dashboard reporting for practice standards and indicators.
- Maintain NDIS registration.
- Implementation of Reconciliation Action Plan (RAP).

- Dashboard reporting for workforce metrics and monitoring trends.
- Implementation of training and education framework.
- Improve recruitment and onboarding workflow.
- Workforce satisfaction survey.

- Finance dashboard reporting - key performance metrics.
- Increased revenue through referrals and external partnerships.
- Increase revenue through diverse service offerings.

- Client satisfaction surveys.
- Stakeholder engagement through satisfaction surveys.
- Number of community engagement sessions/activities.

- Implement committee performance measures.