

Interactive Community Care Strategic Plan

July 2017 to June 2020

Who we are

Interactive Community Care Pty Ltd (ICCARE) is committed to providing excellences in community and personal services delivery.

Every day, organisations in New South Wales rely on ICCARE staff to make their business work. We are recognised for our in-depth understanding of our customer's business and the ability to manage and deliver complex integrated solutions

Our Purpose

We are a community service provider that offers flexible, high quality staffing and services so that people can live the lives they choose.

Our Vision

To be the service provider of choice for people who want a fast and focussed response to their support needs.

Our Values

- Professionalism
- Flexible and Innovative
- Responsive and Practical

Key Areas

- Our Clients;
- Our Communication;
- Our Growth and Viability; and
- Our Staff;
- Our Systems;
- Our Governance.

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Key Area 1: *CLIENTS*

Objective: We will exceed client expectations in a professional manner by providing flexible and customized services.

Strategy:

1. Introduce ways of capturing and using data on customer needs
2. Customize service delivery according to customer feedback/need (includes evaluating our service responses).

Key Area 2: *STAFF*

Objective: We will ensure all our staff are well trained, client focussed, and really want to work for us.

Strategy:

1. Continue to develop HR and Recruitment practices that reflect industry best practice.
2. Continually identify our customer's needs and provide training for staff to meet those needs.

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Key Area 3: *COMMUNICATION*

Objective: We will ensure all our communication is accessible, easy, and responsive.

Strategy:

1. Research, design, and implement a professional marketing strategy.
2. Continue to develop a user-friendly stakeholder “feedback loop”.

Key Area 4: *SYSTEMS*

Objective: We will ensure we constantly improve our systems to meet all our stakeholder’s needs – now and into the future.

Strategy:

1. Gain a clear understanding of our customers/stakeholders needs then develop and introduce user-friendly systems that match those needs.
2. Review, adapt, and introduce technology that reflects our customers/stakeholders needs.

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Key Area 5: *GROWTH*

Objective: We will provide more services for more people in more places.

Strategy:

1. Identify and resource potential growth areas (geographic or service type).
2. Actively pursue mergers, acquisitions, and partnerships.

Key Area 6: *GOVERNANCE*

Objective: We will ensure all aspects of our business are well governed, reflecting best practice governance.

Strategy:

1. Continually review and update our compliance framework to meet our legislative requirements.
2. Develop and implement a framework for succession planning throughout Interactive Community Care.