



**Community Options
Australia**

Connecting *with care*

Strategic Plan 2020 - 2025

Our strategic priorities

1. Insight based personalised care

Using technology, research insights and ongoing carer and consumer consultation, we will continuously establish an understanding of care outcomes and experiences to improve services. We will work proactively to deliver increasingly individualised, responsive person-centred care.

2. Organisations connected with those in need

We will develop complementary network capability and assign the most appropriate COA partner to best support and coordinate community care for the individual.

3. Values led employer

We will enhance our reputation as an employer by creating a safe and thriving work environment that reflects our values and performance, enriches our network providers and improves consumer outcomes.

4. Local partnerships, collective impact

We will be locally responsive and deliver national impact by evolving, expanding and supporting the COA network. We will consult, collaborate and invest to enhance the network's financial sustainability and workforce capability and capacity.

5. Connected communities of care

We will foster connected communities of care to enhance consumer well-being and outcomes.

6. Agile solution creators

We will identify vulnerable peoples evolving health and social care needs and collaborate across the sectors to develop and deliver effective digital and physical solutions directly and with network partners.

Our vision

Everyone is part of a connected care community where they thrive.

Our values

Integrity

Demonstrating value and accountability in everything we do.

Excellence

Being recognised as a leader in community care.

Respect

Seeing the humanity in all of us.

Flourish

Encouraging creativity, curiosity and innovation.

Our mission

In collaboration with our sector and partner network we connect, test, continuously refine and deliver what consumers and carers tell us is important to them.

How we work: Our enabling criteria



We build excellence in service co-design and delivery.



We develop complementary partnerships to build organisation impact.



We enhance contract management processes and governance.



We leverage technology to build excellence in operations, care delivery and cost-effectiveness.



We develop comprehensive data analytics to derive sector and organisation insights.