



Safeguarding and Growing Our Future Strategic Plan 2023 to 2026



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Our Purpose

People with disability have opportunities to live their best life

Established in 1962, Hartley Lifecare (Hartley) is a Canberra-based not-for-profit organisation providing supported accommodation for people with disability, their families and carers.

Originally established to provide a learning facility and therapy support service for children and adults, Hartley has grown extensively to support clients in over 30 homes across the ACT.

Over the last six decades, families have grown to rely on and trust Hartley to deliver high quality, person centred, active support.

As we move toward the future, Hartley will continue to maintain and build upon these strong foundations, ensuring that our clients and their families have opportunities to live their best life.



Our Values



Person centred

The people we support are at the centre of decisions made which relate to their life



Leadership

Our people encompass leadership qualities to drive Hartley to be a sector leader



Integrity

Trust, honesty and reliability are the foundations of our organisation



Respect

We are inclusive, kind and responsive



Quality

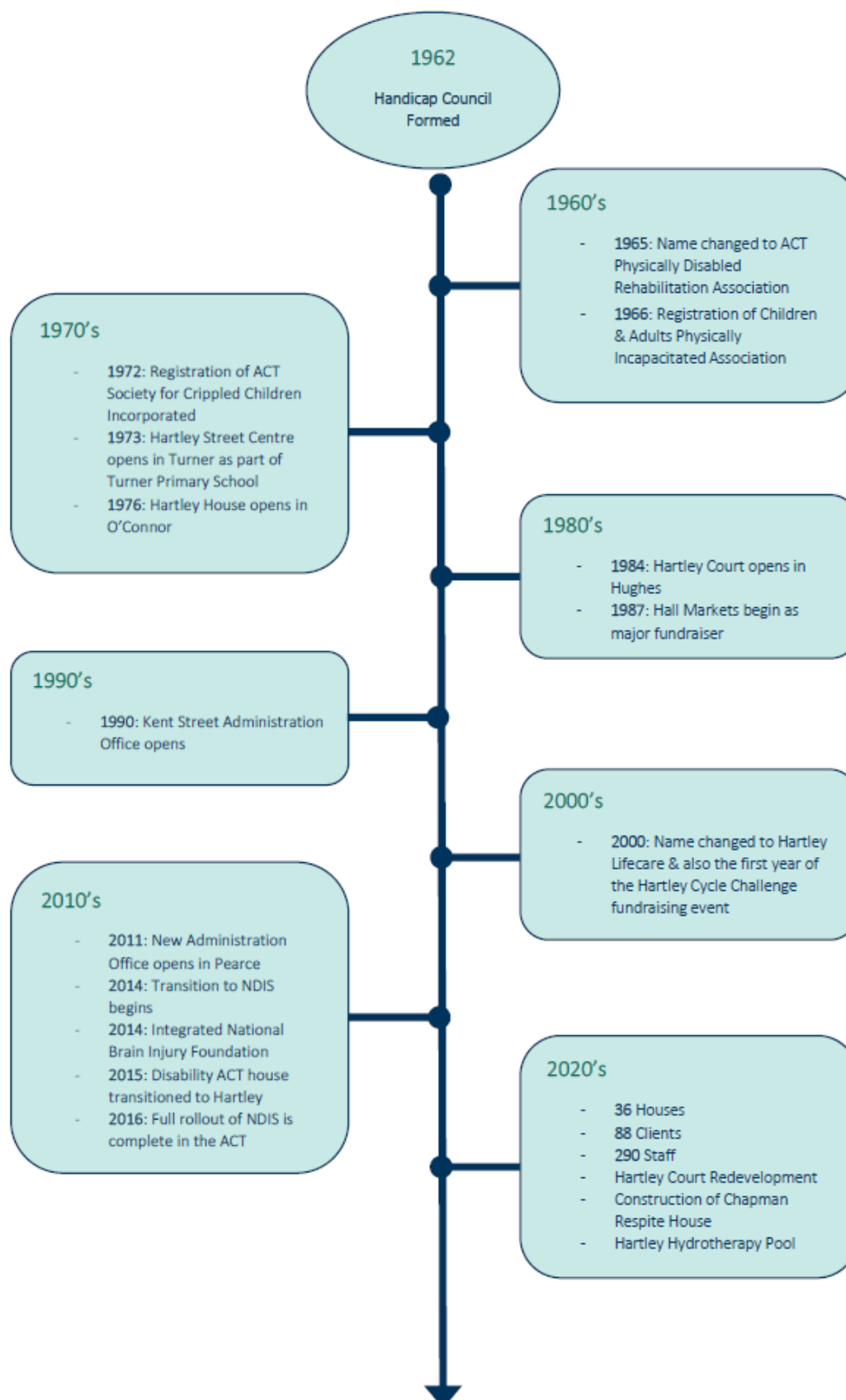
We continually strive for excellence



Hartley's CEO and Senior Management Team

From left to right: Susan Granger, Senior Manager – People Quality and Compliance, Lee Cheng, Senior Manager – Finance, Tania Goodacre, Senior Manager – Fundraising, Marketing and Community Engagement, Ian Ross, Senior Manager – Client Services, Kathy Le Mesurier, Senior Manager – NDIS and Service Development, Jess Surgeon, Senior Manager – Operations, and Eric Thauvette, Chief Executive Officer

Our Journey



Operating Environment

Hartley Lifecare continues its journey as a highly respected and trusted disability service provider in the Australian Capital Territory. During the past 60 years, Hartley has demonstrated its ability to provide high quality support to people with disability, whilst building on its status as a sector leader. This has been achieved through Hartley's commitment to the rights and responsibilities of people with disability, including support that promotes, upholds and respects an individual's right to freedom of expression, self-determination and decision making. This commitment along with excellence in governance, operational management and a focus on safety, has enabled Hartley to continue to grow and develop its reach and standing in the local community.

As the disability sector continues to be characterised by change, including ongoing challenges with the changes within the National Disability Insurance Scheme (NDIS) and the NDIS Quality and Safeguards, Hartley has successfully maintained high quality services and a stable workforce during unprecedented times over the past 3 years. NDIS funding has also been a challenge that Hartley continues to adjust and advocate for.

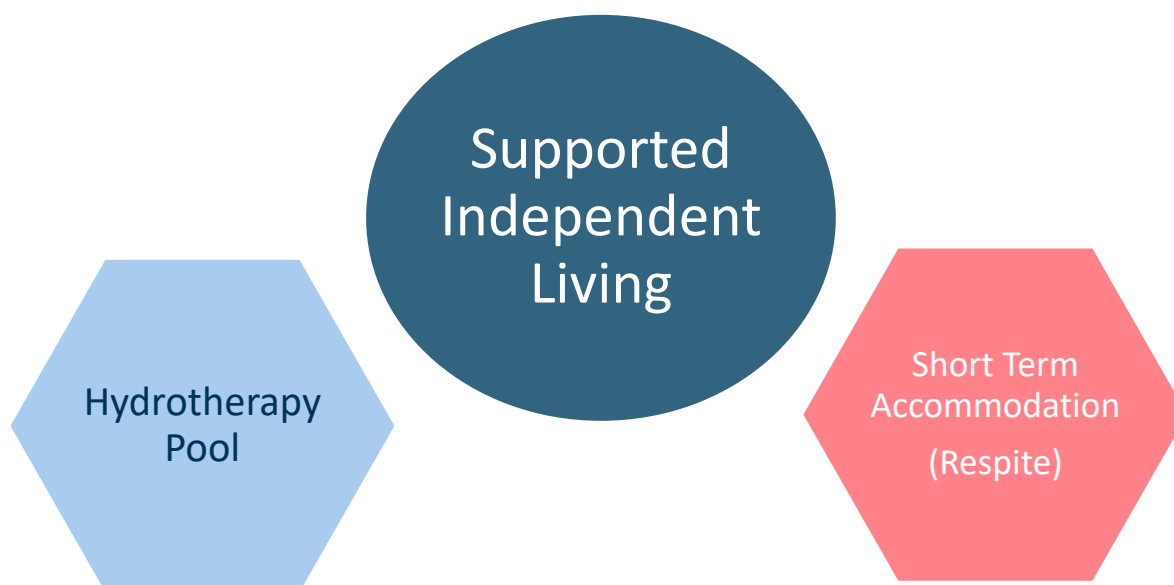
In an environment where disability support organisations across Australia are grappling with funding issues, Hartley has undertaken measures to ensure its sustainability into the future. We are confident that Hartley will remain sustainable and continue to provide high quality services while we continue to advocate for better funding for people with disability.

Despite challenges in the building industry, our commitment to excellence is evident in the ongoing project to rebuild Hartley Court, providing state-of-the-art, fully accessible facilities. We continue to advocate for better repairs and maintenance to existing ACT Government housing stock where we provide support to many of our clients.

As we move into the next period of the Hartley's future, we are excited by the capability and new opportunities Hartley is able to provide people with disability.



Our Core Business Functions



Our Strategic Goals



Exemplary Services

Hartley Lifecare distinguishes itself through its provision of exemplary services that prioritise the well-being and satisfaction of our clients. Our unwavering commitment to delivering high-quality support ensures that each individual receives the personalised care and attention they deserve. Our facilities are thoughtfully designed, appropriate for the diverse needs of our clients, and meticulously maintained to create a safe and comfortable environment. We understand that open communication is paramount, and thus we make it a priority to keep our clients, their families, and guardians engaged and well-informed. Through regular updates, client feedback surveys, interactive events, and transparent documentation, we ensure that everyone connected to Hartley has access to relevant information and a platform to voice their concerns and insights. This holistic approach not only upholds our commitment to exceptional care but also fosters a sense of community and trust among all stakeholders involved.



Great People

At Hartley Lifecare, our organization is defined by the exceptional individuals who make up our team. Serving as an employer of choice, we attract dedicated professionals who are drawn to our commitment to excellence in care and support. Aligned with Hartley's values and philosophy, our people embody the very essence of compassion, respect, and empowerment in their interactions with clients and their families. Beyond upholding these principles, our team

members play a crucial role in fulfilling Hartley's purpose, actively contributing their expertise and dedication to enhance the lives of those we serve. This commitment to our purpose is mirrored in our ability to retain a high-quality workforce, as we foster an environment where our employees feel valued, motivated, and invested in the meaningful work they do. Their dedication not only exemplifies the heart of Hartley Lifecare but also ensures the delivery of exceptional services that positively impact the lives of our clients and their families.



Sector Leadership

Hartley Lifecare has positioned itself as a leader in the sector through a comprehensive approach that showcases our commitment to excellence. We take a proactive stance on environmental sustainability, diligently working to decrease our carbon footprint and contribute to a greener future. Our brand carries a contemporary, recognisable identity that aligns seamlessly with our values and philosophy, solidifying our reputation as a trusted and dependable choice for our clients and stakeholders. Furthermore, our dedication extends beyond our own operations as we actively champion the disability sector, striving to improve outcomes for individuals with disabilities. Recognising the strength in collaboration, we join forces with partners to advocate, design, and deliver services that cater to the evolving needs of the sector. This collaborative spirit bolsters our advocacy, ensuring that our collective voice drives positive change and advances inclusivity on a broader scale.



Organisational Resilience

Hartley Lifecare exemplifies strong organisational resilience through a comprehensive approach that ensures our enduring success. Ready to cater to the needs of the next generation of clients, we remain prepared and equipped to deliver exceptional care and support. Our dedication to maintaining good governance practices underscores our commitment to transparent and responsible decision-making, enhancing our overall stability. By actively exploring emerging opportunities, we stay ahead of the curve and position ourselves to evolve in the ever-changing landscape of disability care. Financial sustainability remains a cornerstone, allowing us to consistently provide quality services without compromise. Our commitment to continuous improvement drives us to adapt and refine our services to meet the dynamic needs of our clients, showcasing our readiness to face challenges and evolve. In essence, our organisational resilience stands as a testament to our holistic approach to providing unwavering support, fostering growth, and ensuring a sustainable future.

Hartley Lifecare – Strategic Plan 2023 to 2026: “Safeguarding and Growing Our Future”				Business Plan	
Purpose	Goals	Key Result Areas	Key Performance Indicators	Action	Reporting
People with disability have opportunities to live their best life	Exemplary Services	1. Our clients receive high quality support.	Satisfaction levels of clients, families and guardians is greater than 90%. Hartley meets the standards of the Quality and Safeguard Commission.		
		2. Our facilities are appropriate and well maintained.	100% of our facilities meet client needs.		
		3. Clients, families and guardians feel engaged and well informed about Hartley and related information.	90% of clients, families and guardians are engaged and informed.		
	Great People	4. We are an employer of choice.	85% of employees are satisfied with their employment and agree that Hartley is an employer of choice.		
		5. Our people demonstrate Hartley’s values and philosophy.	All staff meet the values requirements each year during their performance reviews.		
		6. Our people effectively contribute to Hartley’s Purpose.	Progress occurs against client’s life goals.		
		7. We retain a high-quality workforce.	Staff resignation rates are less than 10% per year.		
	Sector Leadership	8. We promote environmental sustainability and reduce our carbon footprint.	Environmental sustainability is included in Hartley’s Risk Management Plan.		
		9. Our brand is modern, recognised in line with our values and philosophy.	85% of stakeholders recognise Hartley as a disability support provider		
		10. We promote the sector to enhance better outcomes for people with disability.	Hartley is engaged with the disability sector for better outcomes for people with disability		
		11. We collaborate to advocate, design, and deliver services that will meet sector needs.	We achieved the goals and objectives of our Marketing and Communications Strategy.		
	Organisational Resilience	12. We are prepared and provide for the next generation of clients.	A strategy to respond to the next generation of people with disability is in place.		
		13. We maintain good governance.	Statutory and legislative requirements are met. Hartley meets the relevant governance practice standards, including meeting compliance obligations.		
		14. We explore emerging opportunities.	An organisational strategic planning day is held annually. New opportunities are assessed through our risk management framework.		
		15. We are financially sustainable.	Unqualified audit opinion on financial statements achieved each year.		
			We meet our budget each year.		
		16. We are continually improving and adapting our services.	Income from fundraising increases by 5% each year.		
			Hartley’s Quality Management program is implemented and utilised.		

