

**Aspiration:** Over the next few years towards 2027, we will expand our impact by sustainably growing our personalised, high quality and innovative services for people with disability to thrive and live life the way they choose.

## Our Impact

**Create sustained growth and impact for our stakeholders.**

**Grow** our impact by increasing the volume of services we deliver to enable people with disability to live life the way they choose. **Be** the provider of choice across the services we offer to make a difference in the lives of our clients.

**Maintain** cost discipline to ensure financial sustainability and invest in our future. Foster a strong ecosystem of funders, partners and collaborators.



To achieve our W27 aspiration, we have framed our strategy and objectives in four integrated pillars. Our overarching focus continues to be on quality growth, with our clients being the common thread that weaves our strategy together with our mission and purpose.

## Our Culture

**Deliver on our purpose through learning and innovation.**

**Continue** to place clients at the centre of everything we do. **Build** a culture of leadership accountability and effectiveness. **Lead** with a digital first and data driven mindset. **Establish** Westhaven as a socially and environmentally responsible organisation.

## Our Client Experience

**Provide an exceptional client experience that you can count on.**

**Be** known for high quality and safe services

**Increase** personalisation of service delivery for our clients

**Improve** our client outcomes

Elevate the client voice in Westhaven

# W27 Strategy

## Our People

**Be the place you want to work**

**Empower** our frontline managers to be quality and value-aligned leaders. **Partner** with our clients to provide the right support, in the right place, at the right time.

**Enhance** the Westhaven employee experience.

**Celebrate** and nurture an inclusive, diverse and supportive workplace.