



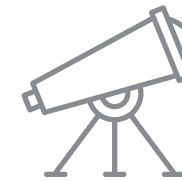
Strategic Plan 2021 - 2023

Our Mission



Helping autistic people connect, communicate and learn.

Our Vision



Ensuring all families are provided with the highest quality autism services through tailored programs, community partnerships and research.



Collaboration

We trust, rely and support each other in our actions and provide services in a culture of co-operation.

Optimism

We celebrate each goal reached and recognise that every small achievement leads to success.

Contribution

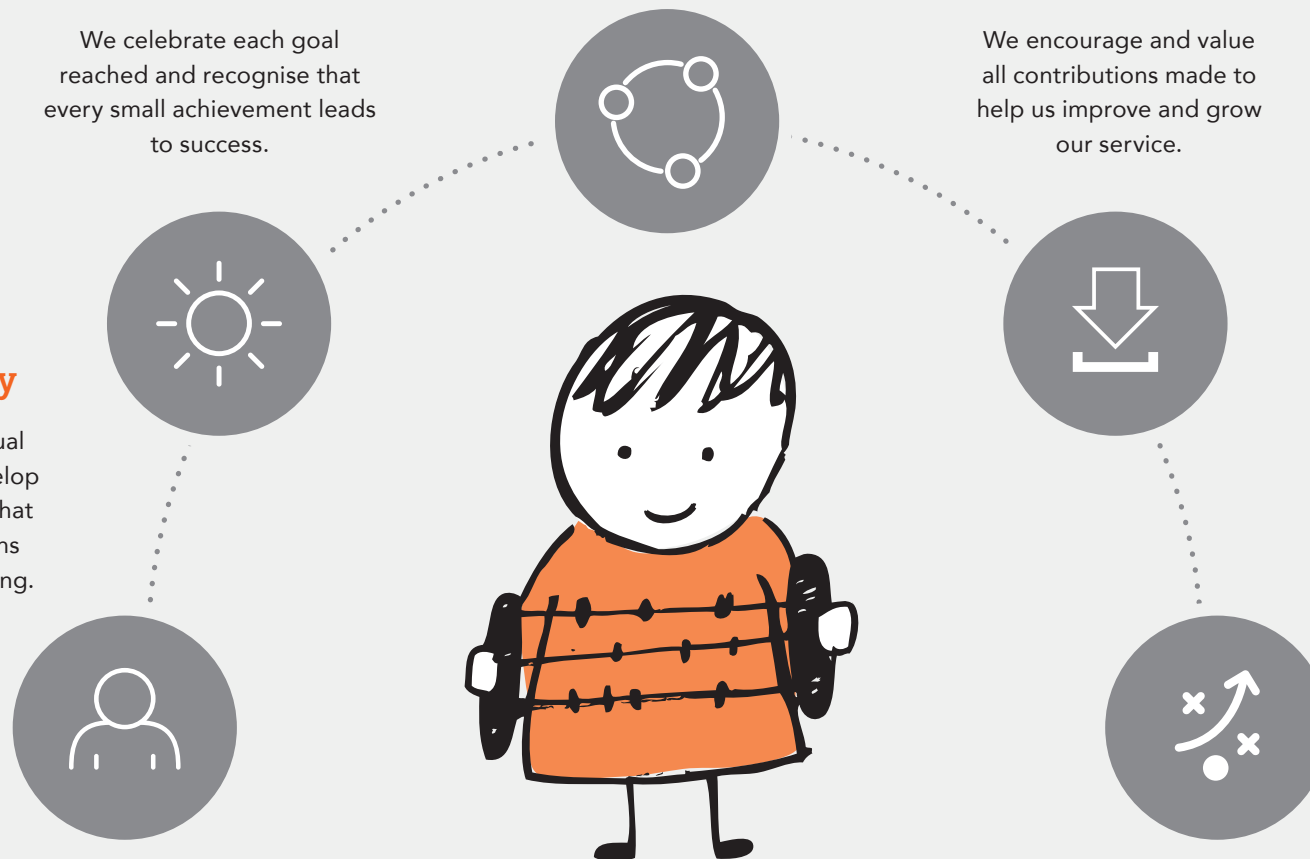
We encourage and value all contributions made to help us improve and grow our service.

Individuality

We respect individual capabilities and develop personalised goals that build upon strengths and increase wellbeing.

Adaptability

We navigate ever-changing situations by listening to ideas, developing our skills and adapting our approaches.



Our Values

Strategic Directions



Abacus aims to harness the immense potential in our organisation to make a positive and widespread impact on the lives of autistic people.



Objectives

Help more people on the autism spectrum reach their full potential

.....

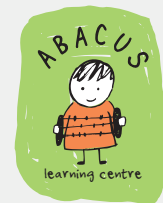


Ensure our financial and organisational sustainability into the future

.....



Enhance organisational capability to continue to deliver high quality services



Initiatives / Activities

- Grow our client base to serve a greater proportion of the Victorian community
- Expand the range of services provided to meet the diverse needs of autistic people
- Engage in activities that promote recognition with industry, government and our target market

Measures

- Client numbers (total) per annum
- Expansion in online service offerings
- Baseline client satisfaction results
- Baseline complaints data
- Service quality data
- Individual therapy outcome data

Success / Outcomes

- Growth in offering either geographically or service types
- Growth in client numbers year-on-year
- Growth in referrals
- High level of client satisfaction
- Reduction in time spent on waiting lists
- Successful transitions to school

- Build a new centre in the South East
- Reduced dependency on donations and tied funding
- Develop new funding sources not tied to service delivery
- Implement and improve systems to support efficiencies and service provision

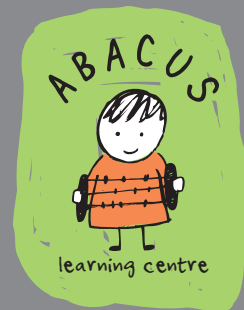
- Track/measure performance to budget
- Retained earnings
- Asset/liabilities
- Staff/student turnover
- Wages to therapy income
- Efficiency improvements

- New centre completed by 2022
- Profit growth
- Improve current ratio (financial)
- Increased student graduations
- Sustainable labour to service ratio

- Evaluate and further develop our ability to meet future challenges and opportunities
- Optimise our staffing models for continued growth
- Attract and retain high-calibre staff with necessary specialist skills to deliver objectives

- No. of accredited BCBA practitioners
- Baseline staff satisfaction surveys
- Independent assessments and feedback
- Continuous performance management

- Increased number of accredited staff
- High levels of staff retention and engagement
- Improved work practices and processes
- Scalable growth and planned succession



Abacus Learning Centre Ltd PO Box 266 Hastings VIC 3915

 03 5979 8891 or 03 5911 7024  info@abacuslearning.org.au  www.abacuslearning.org.au