



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.

OUR VALUES

CREATIVE



turning new and
imaginative
ideas into reality

- Always exploring what's possible
- Looking to continuously improve
- Passionate and reflective

CONNECTED



everyone
belongs

- Caring, kind, respectful and collaborative
- Understand that together we make a difference
- Connecting to place, space and people

PLAYFUL



play with
purpose

- Finding things to celebrate about others
- Enjoying your work and play
- Showing positive energy and a can do attitude

THRIVING



feeling good and
functioning well

- Always learning
- Seeing people's strengths and appreciating difference
- Focussed on wellbeing

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

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Ensure our financial and organisational sustainability into the future

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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 client numbers and referrals year-on-year
- Growth in offering either geographically or service types
- Reduction in time spent on waiting lists
- Successful planned transitions to school
- Establish partnerships with universities on thought leadership
- Explore corporate partnerships
- Evaluate branding and collateral to engage with key stakeholders

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- 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
- Utilise Board risk appetite statement in decision making

- Performance to budget including profit growth
- Retained earnings
- Asset liabilities - improve current ratio
- Wages to therapy income - sustainable ratio
- New centre completed in 2022
- Improved operational efficiencies

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- 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

ABN 64 122 901 704

PO Box 266 Hastings VIC 3915

T. 03 5979 8891

E. info@abacuslearning.org.au

www.abacuslearning.org.au



Registered NDIS Provider