

Cara's Strategy 2022–2024



Vision	People living with disability grow as individuals and live a life rich with opportunities			
Purpose	We provide support to empower people for greater independence			
Values	We make it personal	We are careful	We discover and create	We are persistent
Pillars	Govern Responsibly	Inspire our People	Deliver for our Customers	Transform our Business
Statements	<p>1.1 Cara commits to best practice in meeting all regulatory and compliance requirements</p> <p>1.2 Cara will be financially sustainable</p> <p>1.3 Cara recognises and manages risk responsibly</p>	<p>2.1 Cara will attract and retain the best workforce to deliver high quality services</p> <p>2.2 Cara will enable its people to work safely and productively</p> <p>2.3 Cara will build high performing teams that are motivated and empowered to 'find possible'</p>	<p>3.1 Cara will deliver services to the highest standards</p> <p>3.2 Cara will understand and satisfy its customers' needs</p> <p>3.3 Cara will maximise opportunities for its customers</p>	<p>4.1 Cara will expand its customer base in new jurisdictions and market segments</p> <p>4.2 Cara will diversify its income through new services and partnerships</p> <p>4.3 Cara will be a market leader with innovation that improves both its business and its customers' lives</p>
Outcomes	<p>1.1 Cara is lawful, ethical and responsible</p> <p>1.2 Cara considers the financial impact of all its decisions</p> <p>1.3 Cara models an effective risk management culture</p>	<p>2.1 Cara is an employer of choice</p> <p>2.2 Cara demonstrates a culture of safety and wellbeing</p> <p>2.3 Cara's workforce is valued and inspired</p>	<p>3.1 Cara's customers are loyal</p> <p>3.2 Cara's customers are promoters</p> <p>3.3 Customer purchasing power is maximised and customers feel empowered to live their lives fully</p>	<p>4.1 Cara grows and expands</p> <p>4.2 Cara offers new products and services (i.e. housing, allied health etc.)</p> <p>4.3 Cara facilitates innovation through technology</p>
Success Factors	<i>Customer satisfaction, retention and promotion; Staff performance, satisfaction and retention; Financial performance and income diversification; Establishment of new products and services; Quality and compliance reporting.</i>			