

Our Strategic Direction

FOR CUSTOMERS



Northcott

Let's see what you can do

VISION

Our vision: To be an inclusive organisation, growing support and connection where everyone thrives.



Do More, Be More, Reach More

Northcott's new strategic direction and vision explain how we want Northcott to develop in the future. Our plans have been developed in consultation with customers, families and staff.

DO MORE



- * **Active Support with all customers that improves engagement and outcomes.**

We want you to be able to participate in meaningful activities and social relationships of your own choosing.

- * **Business and service models that promote integration.**

We want our services to be more connected to the community.

- * **Active and purposeful presence in community.**

We want to help you fully take part in your communities.

BE MORE



- * **Actions that deliver an inclusive and diverse organisation.**

Northcott team members are supported to bring their best selves to work.

- * **Inclusive governance and customer voice.**

You help us make decisions.

- * **Advocacy at all levels.**

Northcott promotes the inclusion of people with disability in our community and beyond.

REACH MORE



- * **Growth plans to move into new areas and sectors.**

We want to innovatively support existing and new customers, including expanding NDIS services and developing more non-NDIS services.

- * **Alliances and partnerships that help us achieve our scale and impact.**

We want to work with others to achieve more and have a greater impact.

- * **Technology that delivers innovation in services and support.**

We will keep improving our systems and technology to better support you.