

Our 2025-2030 Strategic Plan



QUALITY SERVICES

2030 Goal:



Coastlink provides caring services that make a tangible difference to the people we support to thrive and fully participate in society

KEY PERFORMANCE INDICATORS

- Empower the people we support to achieve what's important to them
- The people we support are safe and feel safe and we exceed the quality and safeguarding standards
- Service design and delivery is continually evaluated and informed by client and operational data

SUSTAINABILITY AND GROWTH

2030 Goal:



Coastlink has grown its social impact and ensured long-term viability

KEY PERFORMANCE INDICATORS

- New and innovative service responses are developed
- Increase access to services in expanded geographic footprint
- Digital capability is embedded across the whole organisation
- Assets are managed to ensure long-term viability

ORGANISATION AND PEOPLE DEVELOPMENT

2030 Goal:



Coastlink is a resilient, capable and adaptable organisation and workforce and our people thrive

KEY PERFORMANCE INDICATORS

- Staff wellbeing framework is developed to maximise engagement
- Our people have the tools, resources, skills and support to perform their roles and drive innovation
- Workforce development program is designed to support future organisational growth

OUR VALUES:



Honesty



Accountability



Inclusion



Respect



Empathy