

Strategic Plan

2015 - 2018

Duwo

WHO WE ARE

DUO is a leading provider of personal, home and community support services in and around Canberra.

Every year we make a positive difference by delivering quality flexible services to more than 4000 people in our community. We do this through supporting the independence and quality of life of all people, including children and adults with disability, those living with mental health conditions, those who are frail and elderly, and their families and carers.



STRATEGIC OBJECTIVES

1. Our Customer Focus

Innovations deliver desirable services that enhance our customers' ability to live independently.

2. Our Service Innovation & Growth

We are relevant to our customers, deliver innovative and flexible services, and grow services and our enterprise, aligned with community needs.

3. Our Brand & Communications

Increase our engagement with and presence in the community, using consistent, accessible and professional communication. Engagement with the community is resourceful and people have positive brand recall as a responsive, reliable and professional organisation.

4. Our People & Culture

Staff are respected and given opportunities, support and training to deliver quality 'person centred' service.

5. Our Governance

Board and Management have the skills and expertise to guide the organisation to achieve its ambition.

OUR AMBITION

To develop as a thriving social enterprise actively participating in our community, that is the provider of choice for people needing personal, home and community support services recognised in the ACT and region.

OUR VALUES

Our values guide how we pursue our ambition and engage with, work with, and connect with our customers to deliver the services that provide the Key to Independent Living.

