

2022-2025

Strategic plan



Our vision

Our vision is a world where all people can live a life they want.



Our purpose

Our purpose is to connect people to **every opportunity** and **support them** to get what they want out of life.



Our values

Our values are at the centre of everything we do. At Mambourin we act with the following values in mind, every single day:

- Putting the person first – You are the reason why we are here
- Service excellence – You can count on us
- Making a difference – Creating opportunities
- Our community – Together we are one

Statement of strategic intent for June 2025

Maximising opportunities for and support of Mambourin customers and instilling understanding and confidence in those customers, their family members and carers through a unique combination of skilled and passionate team members, and smart utilisation of technology and real insights derived from our data.



Strategies to deliver the statement of strategic intent

Maximising opportunities for and support of Mambourin customers:

Continue to proactively identify ways in which opportunities sought by Mambourin customers and their family members can be delivered, thus deepening the sense of support.

Instilling understanding and confidence for those customers and their family members and carers:

Continue excellent communication with our customers and their family members and carers ensuring they are confident with the support we are providing and have a sound understanding of the opportunities available to them.

Skilled and passionate team members:

Be innovative in the promotion of and recruitment for roles, actively develop and support our team members and pursue opportunities to deliver training in more efficient and innovative ways.

Smart utilisation of technology and real insights derived from our data:

Stay well-informed on technology developments that, if successfully adopted and implemented, actively support enhanced customer experiences and make better use of our resources. Generate, assess and utilise data to gain genuine and useful insights.

Summary of goals by June 2025

Marketplace

1. Our customers are getting the opportunities identified for or by them and they feel actively supported
2. Our customers, family members and carers are confident in what we are doing and have a sound understanding of their entitlements
3. Our employment social enterprise has provided more diverse and meaningful work and we have actively supported those who desire to work in mainstream employment, and can realistically do so, to achieve this goal
4. Our registered training organisation (RTO) status is allowing us to effectively train and develop our supported employees, trainees and other team members, with opportunities for profitable external training programs being pursued
5. Our advocacy on critical issues for our customers and their family members and carers is contributing to better outcomes for our customers, family members and carers while building our reputation as an industry leader

Operations

1. We have processes in place to deliver any improvements related to the outcomes of the Disability Royal Commission (DRC)
2. We have a portfolio of properties that is managed to allow us to deliver our planned services and meets the needs of our customers
3. Our technology adoption is progressive and integral to enhanced customer experience and makes increasingly better use of our resources
4. Our cybersecurity risk management continues to be proactive and effective
5. The data we continue to accumulate is being utilised for meaningful insights for enhanced customer experience, better use of our resources and disability sector thought leadership
6. We are regarded as a sector leader in sustainability





Summary of goals by June 2025

People

1. We are effectively securing good people for our staffing needs through innovative promotion and recruitment across our organisation
2. We are offering our staff comprehensive learning and development programs, some of which are 'in house' and others delivered through external programs
3. We have implemented an engaging feedback and review environment that is supporting better and more regular team member interactions and contributing positively to team member retention
4. We are sustaining an excellent culture with hallmarks of loyalty, diversity, inclusion and flexibility
5. We offer multifaceted health and wellbeing support that is actively utilised by our team members

Financial

1. We have generated an operating surplus, prior to the initial impact on results of strategic investments, of 3%+ of total income each year
2. We have made well-chosen strategic investments, across the portfolios of people, premises, businesses and technology
3. We have consistently maintained a cash balance in accordance with our policy
4. We adhere to the terms of all borrowing and funding agreements
5. We have a financial strategy to meet our current and future strategic plans
6. We have developed a portfolio strategy that outlines target income contributions from each component, designed to diversify our income away from the NDIS





mambourin 

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