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STRATEGIC PLAN 2019 - 2022

About Us

Cooma Challenge is a not-for-profit, non-government, community-based organisation. We have provided support services in the Snowy-Monaro region since 1953. These include disability support, aged care, independent living, employment and training.

Vision

The Snowy Monaro Region is a vibrant and inclusive community where there are no barriers to participation.

Our Mission

To enhance the lives of people and their families through support and choice.

Our Values

Our core beliefs underpin the work we do with our participants. This is reflected in our organisational structures and management.

We are Compassionate, Respectful, Enabling, Inclusive and Innovative.

Key Result Areas ...

1. People we work with

Goal: Cooma Challenge's services meet the diverse needs of the people we work with.

Cooma Challenge provides a broad range of services across the Snowy Monaro Region including employment, aged care and disability services that support people to participate and engage in the community.

2. People working for us

Goal: Cooma Challenge provides the right people in the right place at the right time to offer high quality services.

Cooma Challenge pro-actively manages and supports staff, ensuring they have the right qualifications, skills and competencies required to deliver quality supports.

3. Communications

Goal: The Snowy Monaro community knows Cooma Challenge and the services we offer.

Cooma Challenge engages with people to identify needs and inform the community about the services Cooma Challenge offers.

4. Business & Systems

Goal: Business Systems and processes support the efficient and effective achievement of both business and participant objectives.

Cooma Challenge uses a quality improvement approach to drive continuous improvement, including improving data collection and using data to improve business processes. Assets are reviewed to ensure they are used efficiently and effectively.

5. Growth and Viability

Goal: Cooma Challenge provides quality services that meet peoples' changing needs across the Snowy Monaro region.

Cooma Challenge will investigate opportunities for growth across the Snowy Monaro region. We make sure NDIS participants receive all the services they are entitled to.

6. Governance

Goal: Cooma Challenge's governance meets the needs of the organisation, the people who work for it and the people we work with.

The Cooma Challenge Board fulfils its fiduciary duties ensuring contemporary governance practices, compliance, financial sustainability and the best structure for provision of quality services ensuring local control.