



Strategic Plan

2019 - 2022

PHILOSOPHY

Our core philosophy is that people living with a disability should have the same opportunities in life that those without a disability have and we undertake our work with compassion, not sympathy.

We focus on ability – “what people can do” rather than what people cannot do.

We expect professionalism (in work) and respect (in life) from and for our supported employees and participants.

VISION

To achieve an inclusive community where people living with disabilities thrive by living life on their terms with purpose and dignity.

MISSION

Grow our capabilities and navigate possibilities to empower people living with disability.

VALUES

COMMITMENT
INTEGRITY
HUMILITY

RESPONSIBILITY AND RESPECT
INNOVATION
ENGAGEMENT



STRATEGIC INITIATIVES

Marriott Support Services is committed to achieving five strategic initiatives by 2022 as follows:

01 A KEEN FOCUS ON FINANCIAL SUSTAINABILITY

Marriott Support Services will be a viable and sustainable organisation, working within the new NDIS financial modelling and delivering profitable social enterprises that ensures the future funding of our growth and development.

03 RATIONALISATION OF OUR FACILITIES

Marriott Support Services will implement a major review and rationalisation of its current facilities ensuring maximum utilisation to meet the needs and expectations of current and future clients and customers.

05 DEVELOP OUR PEOPLE AND CULTURE 'EMPLOYER OF CHOICE'

Marriott Support Services will continue to invest in its people, developing our leaders and work force in an environment of support and accountability ensuring the right structures and right people are delivering our strategic initiatives.

02 STRENGTHEN OUR OPERATIONS

Marriott Support Services will continue to invest in efficient operational systems and practices that provide timely and accurate data, information and reports that assist the Board, management and staff deliver quality support services.

04 GROW OUR BUSINESS

Marriott Support Services will continue to logically and sequentially expand its scope of services to meet the needs and expectations of our clients and customers.

FOREWORD

The period of this strategic plan is a time of fundamental change for Marriott as we transition to the new world of NDIS with the opportunities it presents.

Marriott as an organisation must adapt to that fundamental change and do so quickly. In that transition however we must not lose sight of those whom we support, the purpose for which we exist as an organisation and our core values.

Stephen Creese
Chair

In pursuing the five strategic goals of this plan; being a focus on financial stability, strengthening our operations, rationalisation of our facilities, growing our business and developing our people and culture, the Marriott team under my leadership is exploring every opportunity offered by the transformational change brought about by the NDIS by developing and delivering ethical, innovative and visionary services to people living with a disability.

The team work together to remove perceived barriers and inspire others to embrace diversity and it is my mission to deliver the results that give effect to this strategy for the benefit of those whom we serve and all stakeholders.

Janine Simpkin
Chief Executive Officer