



intowork

**Strategic Plan
2025 - 28**

Strategic Pillars 2025 - 28

One IntoWork Team

- Support and develop staff so they can achieve optimal outcomes.
- Enhance the current values based culture, ensuring an inclusive, safe, aligned and engaged high performing team.
- Enhance the IntoWork Leadership Academy to develop leadership across the Group at all levels, from entry level to Executive level.
- Streamline leadership structures and meetings to facilitate strong linkages between Businesses and Shared Services, and build capabilities of Leaders.
- Maintain and enhance Group wide governance at Board and Executive level.

Social Impact

- Achieve a solid, impactful footprint of Employment, Skills, Education and Support Services in each State and Territory in Australia and across North and South Islands in New Zealand.
- Expand service delivery particularly in education and services for those furthest from employment.
- Explore and develop opportunities for collaboration outside of Australia and New Zealand.

Advocacy

- Collaborate with individuals to advocate for current and emerging needs which meet their best interests.
- Position IntoWork positively and strategically at all levels of Government in Australia and New Zealand, advocating for service policy positions based on experience and knowledge gained within the Group.

Sustainable

- Build capacity and capability within the Group to scale up flexibly.
- Achieve an increasing operational financial net surplus for the IntoWork Group annually.
- Drive environmental sustainability across the Group in all its forms to meet or exceed ESG expectations, and achieve carbon neutrality by 2030.

Innovation

- Drive innovation through existing, new or improved services to achieve cost reductions and improved customer service.
- Embrace emerging technologies supported by secure governance and risk frameworks.

Effective, Efficient & Agile

- Create synergistic approaches and systems, including a consistent IntoWork approach within all Service Streams and Shared Services.
- Ensure strong collaborative connections between businesses and services across the Group to maximise service user engagement, Group revenue and profitability.
- Implement ICT solutions, automations and applications to optimise reforms ensuring the organisation is agile and prepared for the future.
- Optimise Shared Services through sustainable, ongoing business models which meets business requirements, and achieves an increasingly higher overall and per department satisfaction rating.
- Develop data collation and associated analytics to inform improvements and decision making.

Vision
Virbrant Futures

Values
Collaboration
Courage
Innovation
Integrity
Respect

Purpose
Enhancing dignity and hope through the provision of sustainable, integrated models of Employment, Skills, Education, and Support Services across Australia and New Zealand

