



**Our Vision** A society that values the individuality of rights of all people

**Our Purpose** To open up a world of opportunities for people to live a fabulous life.

**Our Aspiration** To be a globally renowned organisation dedicated to enhancing the lives of people with support needs.

Drivers of success

**Experience**

Best in class experience for the person supported

The people we support are at the centre of everything we do. Our services and solutions are market leading and designed to exceed expectations at all stages of a persons life.

**Engaged & Connected**

Melba as an employer of choice

To provide best in class support we have a professional team that is engaged and connected to our Melba aspiration, vision and purpose. Our ways of working provide flexibility, development, growth and connection, and acknowledge our employees different needs.

**Culture**

Melba Way aligned practice & culture for today and tomorrow

The Melba Way guides our delivery of high quality services and how we work together. It encompasses our principles, values and practice quality approach, which are centred around human rights.

**Operational Excellence**

Streamlined and reliable operations

Melba's services will be delivered in an effective and streamlined way. Our goal is to improve quality of services for our customers and people we support, and to make life easier for the Melba team.

**Innovation**

Contemporary & innovative services & solutions

We are at the forefront of leading support services and solutions. Our focus is on innovation, growing our current services and introducing new services that are highly valued.

Priority Initiatives

1. Support people at each life stage with tailored services and solutions that meet their individual needs
2. Provide a seamless and easy experience when accessing support
3. Person supported is at the centre of decision making, directing their supports and human rights are at the forefront

1. Build an Employee Value proposition that aligns to the needs of Melba and our workforce
2. Outline career pathways and introduce a focus on capability uplift & growth
3. Explore creative approaches to attract and retain our workforce

1. Continue to improve our Practice Quality
2. Ensure the Melba Way is clearly evident in all that we do and how we're positioned in the market
3. Re-ignite the passion & fun in our work

1. Remove waste and handoffs within our business processes
2. Leverage technology & digital solutions to streamline operations & service delivery
3. Build capability in technology adoption, change leadership & customer centricity
4. Empower our team to continuously improve our services and ways of working

1. Introduce contemporary and new services
2. Explore and progress innovative opportunities in adjacent and new markets
3. Ensure Melba's processes are efficient and automated where possible, supported by a culture of continuous improvement
4. Introduce the best solutions and technology to support us now and into the future