



Strategic Plan 2011- 2016

Action Schedule

Q3 2011

July - Sept

IMPLEMENTATION SCHEDULE

1 Person Centre Approach

Projects	Actions	Timeframe	Resp.	Notes/milestones/budgets
<i>Growth of quality services</i> Maintain external quality certification	Embed the internal document control process	Q3 2011	HR	Document system in place. No non conformities in 3 yearly external audit in Nov 2010. Review after annual maintenance audit in Nov 2011.

3 Sustainable Services

Projects	Actions	Timeframe	Resp.	Notes/milestones/budgets
Diversity and growth in revenue streams	Start the Fruit and vegetable enterprise	Q3 2011	SEM	Enterprise commenced in September 2011. Average orders for first month 22 boxes per week. Interest from Rockhampton, Toowoomba and Gold Coast in setting up similar enterprises.
Manage growth and minimize risk	Each department to have a risk profile established	Q3 2011	WHSO	New Incident reporting system in place across the organization. Review and actions on incidents required at coordinator level. Reporting by service type consolidated for Board reports.