

# PALS<sup>INC</sup>

PROVIDING ALL  
LIVING SUPPORTS

## STRATEGIC PLAN 2025-27

**Our VISION** A fully inclusive community where all people achieve their potential.

**Our MISSION** To co-ordinate, strengthen and improve services which connect people to their community.

**Our VALUES** Belonging, Integrity, Reliability, and Respect.

### KEY INDICATORS OF PROGRESS & SUCCESS

#### GROWTH AND SERVICE ENHANCEMENTS Innovation and excellence.

- Enhance and expand service offerings.
- Strengthen client engagement.
- Establish a framework of practice excellence.

#### ORGANISATIONAL CAPABILITY Workforce and community leadership.

- Position PALS as an employer of choice.
- Elevate brand awareness and community engagement.
- Build a data-informed decision-making culture.

#### ORGANISATIONAL SUSTAINABILITY Growth and diversified revenue.

- Expand and diversify revenue streams.
- Develop an investment strategy.
- Leverage data-driven insights to identify new opportunities.

CLIENTS

STRATEGIC GOALS

