



# Strategic Plan

2024 – 2027

**RESPECT**  
**PERSONALITY**  
**SUPPORT** EXCELLENCE  
**PASSION**

Our vision is underpinned by our values that guide us in all our connections, employee and student outcomes.

## Priority 1

Delivering a premium experience for our students

## Priority 2

Improving health outcomes for aboriginal and/or Torres Strait Islander People

## Priority 3

Creating meaningful, mutually beneficial relationships with external organisations and partner to grow the business

## Priority 4

Building capability in project execution to deliver integrated processes and outcomes

## Priority 5

Strengthening our organisational culture that values diversity and collaboration

accessIQ

Expanding the reach of the accessIQ platform

## OUR VISION

Our vision is to deliver the highest-quality practical skills training to members of Australia’s primary health workforce, providing them with the opportunity to gain new skills and expand their scope of practice and careers, while equipping them to deliver quality patient care and outcomes.



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## Priority 1

Delivering a  
premium experience  
for our students

- Increase our understanding of student and industry needs to drive curriculum development.
- Create advanced learning options for students to generate a long-term commercial pipeline.
- Review and redesign products to deliver a premium learning experience aligned to employment outcomes.
- Identify experiences that drive value, reduce pain point in the students life cycle and innovate and automate low-value work.
- Deliver innovative and engaging online learning solutions for students to reduce costs and create user-driven outcomes.



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## Priority 2

Improving health  
outcomes for aboriginal  
and/or Torres Strait  
Islander People

- Proactively promote better opportunities for Aboriginal and/or Torres Strait Islander people as employees, contractors, and trainers.
- Increase meaningful stakeholder engagement to better inform learning needs and curriculum development.
- Actively drive and deliver on our 2024-2026 Stretch RAP commitments.
- Assess our readiness for the 2022-2024 RAP.
- Actively drive and deliver on our Allyship Strategy.



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## Priority 3

Creating meaningful, mutually beneficial relationships with external organisations and partner to grow the business

- Collaborate with third party organisations to co-design and deliver training content.
- Partner with external organisations to increase value and relevance for the students and to increase student participation.
- Deliver bespoke learning solutions for partner organisations.
- Drive high engagement with contract trainers and assessors by building creative connections and partnerships.
- Increase engagement via social media to reach more students, trainers and partners.



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## Priority 4

Building capability in project execution to deliver integrated processes and outcomes

- Create multidisciplinary teams to deliver integrated solutions.
- Increase capability in project management and tools to increase project effectiveness and execution.
- Participate in post-project reviews to understand and embed learning into future projects and work.
- Invest in Agile methodology learning to build future capability.
- Enhance and leverage quality assurance processes to strengthen compliance and drive continuous improvement in project execution capabilities.



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## Priority 5

Strengthening our organisational culture that values diversity and collaboration

- Promote collaborative ways of working that empower team to make decisions and be accountable.
- Create flexible work options to better balance individual and organisational outcomes.
- Increase and better utilise feedback to enable capability and personal growth.
- Introduce a culture survey that helps measure our effectiveness and areas of opportunity and growth.
- Focus on setting behavioural expectations through a shared Code of Conduct.
- Increase border diversity and inclusion awareness.
- Foster a culture of sustainability by promoting environmentally responsible practices and integrating them into our collaborative efforts.



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accessIQ

Expanding the reach  
of the accessIQ  
platform

- Increase engagement and partnerships with organisations in healthcare and other sectors.
- Lead and deliver innovative solutions for current and future partners.
- Better understand how students learn and align solutions to cater to diverse learning styles.
- Create and foster cross-sell and add-on opportunities between partners.
- Analyse and understand user needs to streamline and automate workflows.