<table>
<thead>
<tr>
<th>Objective</th>
<th>Action</th>
<th>Outcome</th>
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| To manage stakeholder relationships | • Proactively manage and strengthen key stakeholder relationships  
  • Create plans to engage  
  • Build collaborative partnerships  
  • Treat everyone as individuals having regard for their feelings and wishes.  
  • Listen and value their contribution | • High levels of service satisfaction are consistently evident  
  • Levels of stakeholder engagement have improved  
  • New business has been secured  
  • New partnerships have been developed providing mutual benefit |
| To focus on enabling individuals to participate in society, therefore preventing/reducing exclusion or marginalisation | • Deliver services that support people’s choice to live independently  
  • Build supportive and cohesive families and communities  
  • Build capacity and resilience to tackle social disadvantage  
  • Promote and deliver independent advocacy | • Supported more people to live independently within their own communities  
  • Realised community and social integration and participation  
  • Contributed to a reduction in isolation/marginalisation  
  • Parental skills, knowledge, and resilience have been enhanced |
| To contribute to the personal happiness and capability of individuals, families and communities by supporting a sustainable positive physical and social environment | • Work in collaboration with others to improve the quality of life of beneficiaries  
  • Improve the physical and social environment  
  • Encourage active & healthy living  
  • Wellbeing/work-life balance in practice  
  • Empower individuals to achieve their full potential | • Enhanced health and wellbeing, awareness and resilience  
  • Contributed to more healthier homes  
  • Beneficiaries report an increase in their quality of life  
  • Supported more people to live independently within their own communities |
| To balance long term economic, social and environmental factors so that there is sustained benefit across all three | • Sustained employment, contributing to the local economy  
  • Stronger governance  
  • Maximise social benefit through our services  
  • Manage supply chains for maximum social benefit  
  • Tackle worklessness, under-employment & unemployment | • Have supported people into employment  
  • Improved sustainable practices within our communities  
  • Awareness, knowledge and skills of our beneficiaries have been enhanced  
  • Contributed to the reduction in carbon dioxide  
  • Group profitability has increased |
| To find new or improved ways of achieving social goals in a sustainable way, using entrepreneurial principles | • Create new/innovative services and delivery models: new markets/joint ventures, etc.  
  • Diversify financial structures  
  • Deliver excellent services, demonstrating continuous improvement  
  • Strengthen efficiency & effectiveness  
  • Build collaborative partnerships | • New business has been secured  
  • New or improved business models have been designed and developed  
  • Process Improvement has been implemented  
  • Contributed to an entrepreneurial community  
  • Social financing models are in operation |
| To reinvest profits for societal benefit/impact | • Invest in a development fund  
  • Grow services to provide greater social impact  
  • Invest in people for greater social impact  
  • Implement investment / reinvestment plans | • Have increased our social impact  
  • Investing in people has contributed to the achievement of social outcomes  
  • Profits and resources have been reinvested for the benefit of our communities |