



Benevida

STRATEGIC PLAN

2025 – 2028

EXECUTIVE SUMMARY

Benevida brings together health, disability, and community services to create a seamless, person-centred experience. We believe everyone deserves the freedom to choose, the chance to connect, and the support to live with purpose, without having to relive their story or navigate confusing systems. From the first conversation to long-term outcomes, we make every step simple, caring, and effective.

Our work is guided by four core values: respect, empowerment, compassion, and partnership. We design our services alongside the individuals we serve, their families, and caregivers—honouring each person’s culture, identity, and goals. We focus on removing barriers and creating inclusive spaces, both in-person and online.

Between 2025 and 2028, we’ll bring our vision to life. We will test and improve services, invest in intelligent systems, and support a skilled, values-driven team. Stronger partnerships and improved tools will enable us to deliver services that truly make a difference.

This plan is our promise—to keep raising the bar on care that’s inclusive, high-quality, and built on trust. Over the next four years, we will grow with purpose, always prioritising our clients.

MISSION

Empowering people through compassion, care and community.

We believe that every individual deserves respectful and empathetic support, delivered within the context of strong community bonds. Our mission drives us to cultivate environments that foster personal growth, resilience and belonging for clients and their networks.

VISION

A community where everyone is respected, included, and supported to live their lives with choice, purpose and connection.

To realise this vision, we will:

- Embed co-design principles to remove barriers and ensure true accessibility.
- Champion cultural responsiveness so that services honour diverse backgrounds and experiences.
- Foster networks of support that encourage meaningful relationships and community participation.

OUR VALUES

INCLUSION

We create safe, respectful, and welcoming spaces by embracing diversity and removing barriers to participation. Our services, workplaces, and systems are culturally safe and accessible, so everyone feels seen, valued, and part of something bigger.

Core belief: Everyone deserves to feel they belong.

CHOICE

We put people at the centre of decisions, listening deeply and adapting our services so individuals can lead their own lives. We use the voices of clients, families, carers, and staff to shape programs and opportunities that reflect personal goals.

Core belief: Your life, your decisions.

COMPASSION

We act with kindness, empathy, and understanding in all that we do. Compassion guides our care, relationships, and decisions, helping us respond to the emotional, social, and practical needs of those we support.

Core belief: Care starts with understanding.

PARTNERSHIP

We believe the best outcomes are created together. Partnership means working side by side with clients, families, carers, staff, and community partners to co-design solutions that fit real lives. We value shared knowledge and lived experience, bringing people together to

strengthen services, innovate, and create lasting impact.

Core belief: Together, we achieve more.

These values serve as the lens through which we design programs, make decisions, and measure success, ensuring that every facet of Benevida's work is aligned with dignity, choice, and authentic connection.

STRATEGIC PRIORITIES

1. DELIVER EXCELLENCE IN SERVICES

We will provide services that are flexible, person-centred, and grounded in co-design with the people and communities we support. Clients, families, carers, and partners will be involved in shaping supports that are culturally safe, inclusive, and responsive to changing needs. At the same time, we will strengthen the foundations that make this possible — embedding quality, safety, and compliance into every aspect of our work and creating systems that enable teams to deliver excellent care. We will partner with other organisations to ensure seamless, integrated support and build trust through consistent, reliable performance.

This priority reflects our values of Inclusion, Choice, Compassion, and Collaboration.

2. GROW A THRIVING WORKFORCE

We believe the strength of Benevida lies in the people who deliver our services. We will welcome people who share our values and vision for care. We will invest in their development through training, mentoring, and opportunities for shared learning, ensuring they feel supported, valued, and connected. Our workplace will be one where diversity is celebrated, wellbeing is prioritised, and achievements are recognised — because when our people thrive, so do the communities we serve.

This priority reflects our values of Inclusion, Choice, Compassion, and Collaboration.

3. INVEST IN INFRASTRUCTURE & TECHNOLOGY

We will create environments — both physical and digital — that make care more accessible, efficient, and secure. Our facilities will meet universal design standards, ensuring every space is welcoming and inclusive. Our technology will connect teams, streamline processes, and protect personal information, freeing more time for direct care. Every investment will be guided by the question: “Will this make it easier for people to receive and deliver quality care?”

This priority reflects our values of Inclusion, Choice, and Collaboration.

4. DEEPEN COMMUNITY IMPACT

We will work side by side with communities to create lasting, meaningful change. By building strong relationships with local leaders, organisations, and networks, we will co-create initiatives that respond to the needs and strengths of each community. We will work to reduce

stigma, promote inclusion, and create opportunities for connection and participation. Our focus will always be on making a positive difference in the lives of the people and communities we serve.

This priority reflects our values of Inclusion, Compassion, and Collaboration.

Implementation Timeline

Phase	Year	Focus
Phase 1	2025	Establish governance frameworks, build core operational systems, and launch service pilots.
Phase 2	2026	Expand workforce programs, scale digital tools, and initiate detailed aged care planning.
Phase 3	2027–2028	Evaluate impact, reinforce infrastructure, and deepen community partnerships across regions.

This phased approach will enable ongoing learning, real-time adjustments, and sustainable scaling.

OUR COMMITMENT

Benevida is committed to transparent accountability, continuous improvement, and meaningful collaboration. We will publish annual progress reports, adapt our approach based on feedback from clients, staff, and partners, and celebrate key milestones with the communities we serve. Together, we are building a future where services are inclusive, care is compassionate, and every person is empowered to thrive.