

# Threshold

# GOOD TO GREAT STRATEGY 2026-2029



## Our Vision

A world where every individual can reach their full potential, regardless of illness or disability.

## Our Purpose (Mission)

To inspire and enable people with severe mental illness and disabilities to live full, independent lives in their communities.

## Our Values

Empathy • Passion • Innovation • Integrity • Collaboration

These values ground everything we do – how we lead, how we deliver services, and how we work with our partners, communities, and one another.

## OUR STRATEGIC FOCUS 2026–2029

To realise our vision, we will focus on five interconnected areas that strengthen our organisation, enhance the experience of the people we support, and ensure long-term sustainability.

### 1 Sustainability

We will ensure our organisation is financially and operationally sustainable so we can continue responding to the evolving needs of people with severe mental illness and disabilities.

What this means in practice:

- Embed full cost recovery across new and existing services.
- Diversify and grow income through new partnerships, funding streams, and innovation.
- Drive efficiency and cost optimisation in everything we do.
- Work proactively with commissioners and partners to meet emerging needs in our communities.

### 3 People First

We will create the environment, culture, and conditions where our workforce can thrive.

What this means in practice:

- Recruit staff aligned to our values and have the learning, tools and resources they need to do their best work.
- Strive to offer the best terms and conditions in our sector.
- Embed a meaningful Staff Engagement Plan that listens, involves, and values our people.

### 5 Impact & Outcomes

We will demonstrate the difference we make and tell our story with confidence and clarity.

What this means in practice:

- Collect, analyse, and share data that shows our impact on people's lives.

### 2 Governance & Quality

We will strengthen governance, embed a culture of continuous improvement, and deliver consistently excellent services.

What this means in practice:

- Consistently exceed regulatory standards.
- Strengthen our quality framework across mental health and disability services.
- Standardise policies, processes, and monitoring to provide safer, consistent, and more impactful corporate support for staff, as well as the people we support.

### 4 Technology, Data & Digital

We will build a modern, future-ready infrastructure to strengthen delivery, create efficiencies, and enhance decision-making.

What this means in practice:

- Upgrade our finance, people, and quality systems.
- Utilise digital tools including AI to automate and streamline to reduce administrative burden and free staff for what matters most.
- Ensure all staff have the digital tools and skills needed to work effectively.
- Strengthen data governance to ensure security, integrity, and responsible data use.

- Enhance our external communications to celebrate success, influence stakeholders, and strengthen our reputation.