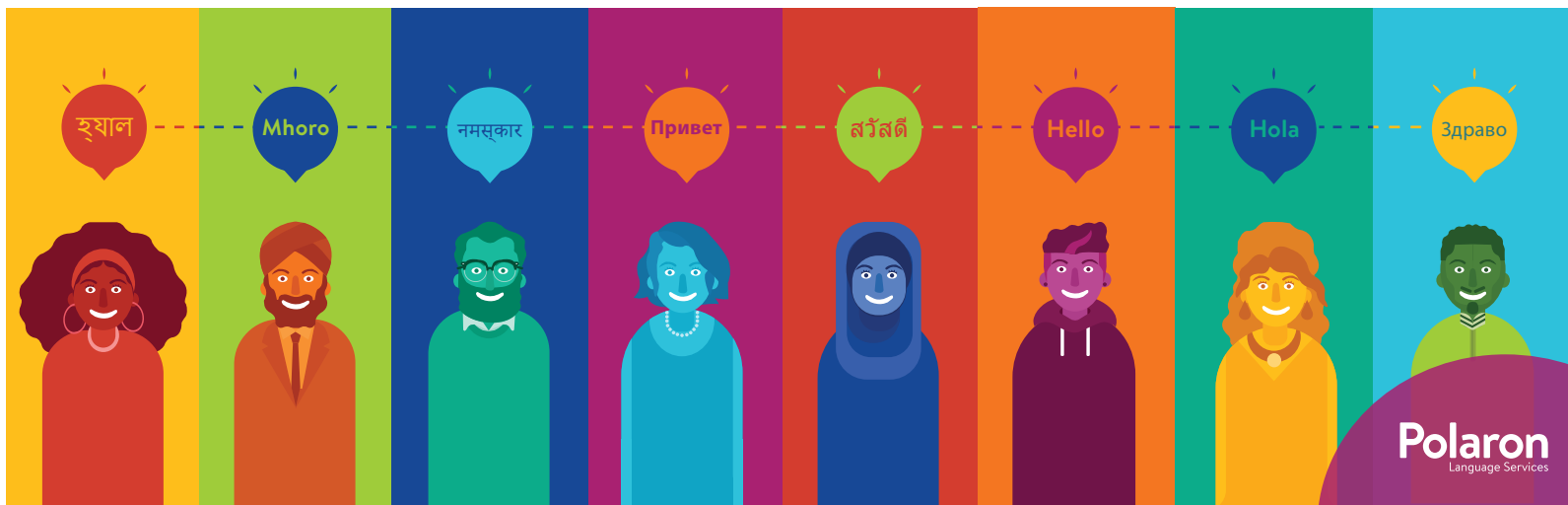


STRATEGIC PLAN

2017-2020



Empowering people by connecting
them to the global community

WHO WE ARE

OUR MISSION

- To transform the language services sector and be the leading authority on European citizenship worldwide.
- Our range of services are based on sustainable and ethical practice that cuts through red tape and delivers a tailored solution for our clients, one at a time.

OUR VISION

Empowered and well-informed global citizens.

OUR VALUES

HONESTY

We say it like it is.

EXCELLENCE

We deliver quality consistently and seek the right solutions.

COLLABORATION

We value working in partnership.

SUSTAINABILITY

We value working in partnership.

CURIOSITY

We are dedicated to growth and committed to financial viability.

TENACITY

We never give up until we get it right.

FOCUS AREAS

PEOPLE

To invest in people and further their skills, drive, abilities and job satisfaction.

We will:

- Plan our workforce better.
- Train and support our staff, including interpreters and translators.
- Retain staff.
- Inspire people to be global citizens.

SYSTEMS

To create and maintain systems and tools that are efficient, innovative and help us deliver better services.

We will:

- Develop systems that can be used by people in order to improve accuracy and efficiency.
- Get better at measuring and reporting.

INFORMATION

To provide people and organisations with accurate information that helps them make informed decisions.

We will:

- Educate people and organisations about language services.
- Produce resources, present at conferences and organise and participate in industry events.
- Build an understanding of our services to a wider audience internationally.
- Promote the importance of language services amongst business, government and community organisations.

PEOPLE

To build capacity and grow our business steadily and sustainably.

We will:

- Implement better financial management and governance.
- Introduce better accountability by setting and monitoring KPIs across all of the business.
- Conduct periodic performance assessments of our KPIs, objectives and tactics.
- Monitor progress in line with our plans, budgets and projections.

LEADERSHIP

To lead and inform the agenda of language services and European citizenship.

We will:

- Contribute to the development of the Language Services industry by volunteering, advocating and supporting worthwhile community initiatives.
- Develop new products and cutting-edge industry initiatives.
- Continue one pro-bono initiatives in the Citizenship and Language Service departments.

PARTNERSHIP

To strengthen and build corporate collaboration, community links and partnerships.

We will:

- Continue partnerships with ethno-specific community organisations in Australia.
- Engage effectively with the governments and peak bodies in Australia / Poland.
- Continue partnerships with Polish/Jewish organisations in Australia, UK, US, Canada, Poland and Israel.
- Develop new partnerships with businesses, community organisations and corporations in Australia.

