

# Strategic Plan 2025-2027

## AT A GLANCE



### VISION:

*TO BE LEADING-EDGE IN THE PROVISION OF EVIDENCE-BASED COMMUNITY AND CLIENT-CENTRED SERVICES IN THE FIELD OF ACQUIRED BRAIN INJURY*

### MISSION:

*CHIRS EXISTS TO IMPROVE THE QUALITY OF LIFE FOR PERSONS LIVING WITH THE EFFECTS OF ACQUIRED BRAIN INJURY*

### SUPPORTING AND SERVING COMMUNITIES:

CLIENTS AND FAMILIES  
PARTNERS IN HEALTHCARE  
STAFF AND VOLUNTEERS  
WIDER COMMUNITY

### WITH VALUES OF:

“PEOPLE FIRST”  
DIVERSITY AND RESPECT  
EXCELLENCE & QUALITY  
INTEGRITY, ACCOUNTABILITY & ETHICAL CONDUCT  
COLLABORATION, FLEXIBILITY,  
INNOVATION & ENTREPRENEURSHIP

### 2025-27 STRATEGIC PRIORITIES

### GOALS TO DELIVER STRATEGY

INCREASE CAPACITY OF CLIENT SERVICES

*ENHANCE CLIENT SERVICE DELIVERY THROUGH ADVOCACY AND THE STRATEGIC, EFFICIENT USE OF AVAILABLE RESOURCES.*

ADVANCE EVIDENCE-BASED PRACTICES THROUGH CONTINUED DEVELOPMENT AS A CENTRE OF EXCELLENCE

*ENHANCE CLIENT OUTCOMES AND FOSTER SYSTEMIC CHANGE BY GATHERING, ADVANCING AND PROMOTING ESTABLISHED AND EMERGING EVIDENCE-BASED PRACTICES.*

ENHANCE LONG-TERM VIABILITY OF ORGANIZATION

*ENHANCE FINANCIAL RESILIENCY AND HUMAN RESOURCE STRATEGIES THAT INTEGRATE DIVERSITY, EQUITY AND INCLUSION AND ENVIRONMENTAL, SOCIAL AND GOVERNANCE PRINCIPLES INTO OPERATIONS AND DECISION MAKING.*

### QUALITY, OPERATIONAL, AND ORGANIZATIONAL EFFECTIVENESS:

SAFETY AND WELLNESS | CLIENT SATISFACTION  
STAFF ENGAGEMENT | STRONG INFRASTRUCTURE ADAPTABILITY & NIMBLENESS  
RESPONSIBLE FINANCIAL MANAGEMENT | SOUND GOVERNANCE