

2026

STRATEGIC PLAN



EXECUTIVE SUMMARY



Focus for 2026

- Clinical Supervision and Quality Care
- Operational Resilience and Excellence
- Growth & Sustainability



Goals

- Establish Evercare Support as a lead provider of Positive Behaviour Support and Complex Care in the region
- Continuous Governance Excellence; Key Person risk mitigation
- Diversification beyond NDIS

VISION & MISSION



Vision

To be an organisation where collaboration is at the core of everything we do - to be known for our integrity, quick action, and safe, transparent operations.



Mission

To be an organisation that leads the way in making positive change in the way NDIS services are delivered by finding proactive, innovative, and collaborative solutions that bridge the gaps and build a stronger, collaborative network of support where everyone has a chance to thrive.

CORE VALUES



Empathy

We strive to understand and address the diverse needs of individuals with compassion and respect, ensuring everyone feels valued and supported.



Inclusivity

We are committed to creating an environment where all voices are heard and everyone has the opportunity to participate and thrive.



Innovation

We embrace creativity and seek out new solutions to challenges, continuously improving our approach to better serve our community.



Collaboration

We believe in the power of working together, valuing each person's contributions and fostering partnerships to achieve common goals.



Integrity

We uphold the highest standards of honesty and transparency in all our actions, building trust through ethical practices and accountability.



2026 STRATEGIC CARE MAP



Clinical Specialisation and Quality Care

Establish Evercare Support as a lead provider of PBS and complex care in the region



Operational Resilience and Excellence

Key Person Risk Mitigation,
Continuous Governance
Excellence



Growth and Sustainability

Diversification beyond NDIS,
Financial Health



CLINICAL SPECIALISATION AND QUALITY CARE

Establish Evercare Support as a lead provider of PBS and complex care in the region



Our Goal

- Building a reputation for excellence by delivering highly specialized Positive Behaviour Support (PBS) and High Intensity supports that prioritize participant safety, dignity of risk, and the reduction of restrictive practices and improve quality of life.



Our Impact

- Evercare Support is recognized as a leading choice for complex PBS and High Intensity referrals.
- 100% of our participant care plans are reviewed by our RN.
- 100% of workers supporting high-intensity participants have completed RN-led, participant-specific training.



OPERATIONAL RESILIENCE AND EXCELLENCE

Key Person Risk Mitigation, Continuous Governance Excellence



Our Goal

- Maintaining robust governance and continuous improvement practices that embeds the NDIS Practice Standards into every aspect of service delivery, so that each decision is trauma informed, person centred and ethical.



Our Impact

- Seamless transition during management staff leave with no disruption to participant continuity.
- Full compliance maintained across all internal and external audits, with no non-conformances.
- Stakeholder Satisfaction: Over 80% of surveyed staff and participants believe Evercare Support is truly collaborative and acts on their feedback.



GROWTH AND SUSTAINABILITY

Diversification beyond NDIS, Financial Health



Our Goal

- Sustaining profit margins that allow for reinvestment into high-quality care, staff development, and service expansion.



Our Impact

- Exploration of community service frameworks and physical accommodation projects to expand our footprint beyond the NDIS space
- Achieving growth targets for Core Support Services and PBS Services

THANK YOU

We are looking forward to an exciting year at Evercare Support and we are so glad that you are on this journey with us.



Phone
1300 059 618



Email
Hello@evercaresupport.com.au