

Mambourin Strategic Plan 2024-2026

OUR VISION

A world where all people can live a life they want

OUR PURPOSE

To connect people to every opportunity and support them to get what they want out of life

Quality services for our customers

We strive for service excellence

OBJECTIVES:

- Mambourin is known as a best-practice provider
- The Mambourin brand equates to quality
- Our customers rate our service highly
- We provide a mix of individual, group and employment services

A fulfilling and friendly customer experience

We put the person first

OBJECTIVES:

- Customers want to come to Mambourin
- Customers rate their experience highly and describe it as family and friends
- We focus on supporting customers to achieve their goals

A rewarding experience for our people

Our people are the heart of Mambourin

OBJECTIVES:

- People want to work at Mambourin
- We invest in the well-being, personal & professional development, and engagement of our people

Continuous improvement and sustainability

We plan and invest for the future

OBJECTIVES:

- We have the basics right
- We build strategic partnerships with the community
- Our investment plans are paced and focused on a sustainable future