

Strategy → Performance: Strategy Map

Members

- We will maintain our relevance through expanded engagement with our members
- We will implement service delivery to members external to the Bentley campus
- We will advance the active and informed participation of students in all levels of University decision making
- We will maximise the benefits to students from clubs and events
- We will deliver advocacy, support and welfare services that maximise student outcomes
- Our food and beverage offerings will be diverse and offer value for money
- We will grow external service provision where we can safely leverage off and give scale to existing services

Financial

- We will be financially sustainable over the long term
- Implement a long-term capital works program
- Our service delivery is efficient and fit for purpose
- Our procurement approach is robust

People and Culture

- We are values driven and understand the context for what we do
- We plan, set clear goals and empower and motivate our employees and Elected Officers to achieve them
- Develop an environment that facilitates collaboration and learning
- Recognise and promote our success and achievements
- Use technology to enhance workflows, management and improve access to services
- We invest in our people so both they and the organisation benefit

University

Acknowledge our symbiotic relationship with the University whilst striving for autonomy by:

- Engagement and consultation with the University
- Keep the University accountable whilst showing respect
- Position ourselves as the “first choice” service provider within the University
- We will invest in amenity beyond our lease line
- We will preserve our representation services at all costs

Good Governance

- Office Bearers and employees are clear on how they work together
- Implement rolling three year strategic plans and annual business plans
- We will understand our strategic and operational plan and measure performance
- We make decisions based upon data, risk and strategic alignment
- Preserve our status as a not for profit (NFP) organisation and apply the AICD NFP governance principles
- We will strive to be as environmentally friendly as practicable
- We support access and equity within the workplace