



strategic plan
2023 - 2025



Our Vision

**INNOVATE
MENTAL HEALTH
& PERFORMANCE**



neurocare is unique with the innovative technology, education and clinical solutions we provide.

neurocare is passionately pursuing the excellence in the highest quality care in mental health and performance by empowering best practice and valuing our commitment to best in class clinical outcomes and personalised client care.

The challenge in mental health is increasingly complex and we recognise that we are operating within a dynamic global environment with rapidly changing financial pressures and a stretched labour market. However, we explicitly remain true to our founding vision to Innovate Mental Health and Performance.

On behalf of the senior management team, we are indebted to the contributions made by our Executive Board in helping inform, support and direct this plan. The recent implementation of the local management structure sets the foundations for scale and growth in our region. I look forward to working with you all to achieve our goals.

Our Future



The demand for mental health has grown substantially and is becoming more complex. The consumer is becoming more informed and educated with their choices in healthcare.

Our primary catchment centres around our existing hubs supporting clients across the lifespan.

This client diversity brings differing needs and expectations about healthcare. The current unmet need in mental health has created a complex environment for consumers to access quality evidence-based supports with demonstrated outcomes.

Our strategic drivers for the next two years reflect these challenges and is particularly cognisant of the unmet need in Mental Health in the community. It considers the changes we need to make to continue to grow whilst continuing to provide high-quality care.

In particular:



Expansion into new jurisdictions.



Identifying opportunities for M&A.



Establish satellite locations attached to the hubs.



Leverage our multi-disciplinary approach to support best in class clinical outcomes.



Continue empowering best practice by implementing the latest research and technology in clinical delivery.



Leverage our global strengths to build relationships locally with third parties and KOL's.



Engagement with third parties outside our ecosystem to develop partnerships to meet the demands in mental health.

Who we serve



Our Investors



Our Clients

Our Investors expect and need more from us.

Current and future investors expect good governance, effective business operations and best in class commercial outcomes. In response to this, we strive to deliver our business growth objectives both strategic and budget.

We will continue to provide transparent KPIs to measure growth and commercial outcomes.

Our clients expect and need more from us

At the same time our relationship with healthcare consumers is changing. Healthcare consumers are better informed and increasingly expect greater control in their treatment planning, including how and where they receive care. They want to participate in decision making and expect choice and value in their interactions with healthcare providers. In response to this, we are continuing to increasingly focus on personalised care and best in class clinical outcomes.



How & where we serve

OUR CORE BUSINESS

- Allied Health & Psychiatry Services
- Health & Performance Coaching
- Face to face & Telehealth services
- Clinic hubs to support administration & service delivery
- Integrating the Digital Therapy Platform
- Education & Device sales to third parties

Strategic directions



Our Clients

Personalised Care in Mental Health & Performance

- Our clients are understood, appreciated, supported and empowered
- Our clients receive and enjoy superior therapeutic services in contemporary environments



Our Systems

Empowering Best Practice

- Drive continuous improvements in service delivery

Quality Management Practices

- Maintain NDIS & ISO 9001 Certification

Effective Business Operations

- Closely monitor resource utilisation and targets related to forecasts and budgets



Our Performance

Best in Class Clinical Outcomes

- Empower best practice

Best in Class Commercial Outcomes

- Delivering business growth objectives – strategic and budget
- Improving efficiencies



Our Service Principles

Patient Centred Care

- Deliver a consistent customer experience

Evidence based best practice

- Provide and encourage participation in professional development

Strategic outcomes

- Sustainably improve the quality of life of our clients
- Staff engaged in professional development objectives linked to the organisational strategy to empower best practice
- Effective feedback to continually improve client experiences and staff engagement
- Evaluation of clinical outcomes utilising DTP capabilities
- Operational governance ensures excellence in clinical care and employee wellbeing and performance
- Financial management ensures accountability, transparency and financial sustainability
- Licensees and partnerships will expand locations and build revenue streams

Our Goals

Non Financial

- Maintain NDIS & ISO 9001 Certification
- Deliver a consistent superior customer experience
- Utilise objective and subjective clinical tools to measure treatment outcomes

Financial

- Delivering to targets, forecasts and budgets
- Executing the strategic growth plan and business objectives

Our Values

Our Values are a key component of who we are as a team and why we come to work every day.





Innovate
Mental Health
& Performance