Business Plan

Connect – Sign Language Interpreters June 2018

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| https://tse2.mm.bing.net/th?u=http%3a%2f%2fwww.pressmyweb.com%2fwp-content%2fuploads%2f2012%2f06%2fservice1.jpg&ehk=b04uILUivUVnqHq0ojEXuw&r=0&pid=OfficeInsertService | Provision of sign language interpreting services, under a 5 year government contract. Supply of interpreters across Australia to schools, non profit organisations and corporations.  |
| https://tse2.mm.bing.net/th?u=http%3a%2f%2fwiki-emprendimiento.wikispaces.com%2ffile%2fview%2fvisi%25C3%25B3n.png%2f310387554%2fvisi%25C3%25B3n.png&ehk=GJ3FZbdan2HH8IijGRm1iA&r=0&pid=OfficeInsertVision | To provide the highest level of customer service to clients across Australia meeting their sign language interpreting needs. |
| https://tse2.mm.bing.net/th?u=https%3a%2f%2fopenclipart.org%2fimage%2f2400px%2fsvg_to_png%2f213322%2fbulb_on.png&ehk=8OokfcQKJ%2bO%2bmj%2bJaVZgzg&r=0&pid=OfficeInsertMission | Our mission is to connect government, business and communities, through the provision of professional, skilled cost-effective and secure sign Language Interpreter services. |
| https://tse2.mm.bing.net/th?u=http%3a%2f%2fwww.socialbrite.org%2fwp-content%2fuploads%2f2011%2f11%2fgeo-targeting1.png&ehk=m91SSP6zd5Kw2UFiXal5dQ&r=0&pid=OfficeInsertObjectives | 1. Become the preferred supplier for all TV news broadcasting channels in Australia within the next 2 years
2. Maintain a customer service rating of excellent from no less than 95% of clients
3. Secure a minimum of 100 repeat clients within the next 5 years
4. Secure the contract for the next 5 years
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| Strategies to measure success | Regular measuring of the achievement of the business goals will be undertaken |
| https://tse1.mm.bing.net/th?u=http%3a%2f%2fwww.psdgraphics.com%2ffile%2f2016%2fgroup-of-people.png&ehk=kiTHfcTiLYxmM5Zra28sQA&r=0&pid=OfficeInsertStaffing | * One customer service agent per 50 staff
* One team leader for every 20 staff
* One interpreter per five clients
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| https://tse1.mm.bing.net/th?u=https%3a%2f%2fcdn.pixabay.com%2fphoto%2f2013%2f07%2f18%2f10%2f55%2fbusiness-163467_960_720.jpg&ehk=q3%2f2FUOvqXcHLgQBKc8%2buQ&r=0&pid=OfficeInsertProjections |

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| Dec 2018 | June2019 | Dec 2019 | June 2020 | Dec 2020 | June 2021 | Dec 2021 | Jun 2022 | Dec 2022 | Jun 2022 |
| 15 | 25 | 35 | 50 | 55 | 65 | 80 | 90 | 100 | 100 |

**Projected client numbers** |
| Service Fees | Government contribution $75 per hour plus GSTClient contribution $75 per hour plus GST |
| https://tse4.mm.bing.net/th?u=http%3a%2f%2fpauldunay.com%2fimages%2fcustomer-service.jpg&ehk=7fdjJ4%2bGFSCHCTt1o8q%2fOg&r=0&pid=OfficeInsertCustomer Service Standards | 1. Respond to all client enquiries within 1 hour
2. Guarantee that an interpreter will be available to any client in any location within 2 hours of confirming booking
3. Operating hours – 24 hours a days 7 days a week
4. Employ skilled, professional and certified interpreters
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| https://tse3.mm.bing.net/th?u=http%3a%2f%2f1.bp.blogspot.com%2f-ZFXqOkK9rr8%2fT_ElXbDeutI%2fAAAAAAAABiw%2f14eBAYrF07A%2fs1600%2fchecklist.jpg&ehk=%2fwN%2fCOOd55EZ%2fvrHBPXvPg&r=0&pid=OfficeInsertService monitoring | The service provided to our clients will be regularly reviewed using a range of strategies. |