

STRATEGIC PLAN 2016 - 2018

Our Vision

Lifestyle with choices

Our Mission

Expand horizons and maximise opportunities in a world of certainty and inclusion for people with disabilities, families and carers by being Partners in Person Centred Support

Our Values

- Certainty in support
- Dignity and respect
- Choice, flexibility and responsiveness
- Community inclusion
- Trust, honesty and integrity
- Positive outcomes

Strategic Objective One

Develop new and better ways to expand your horizons and opportunities

Priorities and Initiatives

Prepare you, your families and carers for NDIS

Offer new supports and services

Develop new relationships with the community to create inclusive initiatives

Key Success Factors

Carers and participants attending NDIS preparation workshops have a relevant transition plan

Give you choice and control over services and supports and encourage you to drive innovation

Local partnerships result in an expansion of safe and inclusive places for community experiences

Strategic Objective Two

Invest in the right people to work in ways that support your choices

Priorities and Initiatives

Know our distinctive culture and ensure our workforce protects it

Ensure our workforce profile reflects your expectations

Deliver high satisfaction and personalised experiences

Key Success Factors

A cultural checklist developed and audited six monthly

Provide the right mix of staff to meet your choices; match the workforce, supports and services to you

Train staff with the appropriate skill set that maximises your opportunities

Empower staff to partner with you, making decisions based on information provided by you

Strategic Objective Three

Deliver better value to you with sustainable service difference

Priorities and Initiatives

Work in partnership with you to ensure supports and services are sustainable over the long term

Deliver better value with service difference

Develop ways to improve working relationships

Key Success Factors

New business systems and processes implemented to deliver individualised valued services at expected costs

Emphasis on systems improvement to reduce paperwork, increase flexibility and responsiveness

Technology implemented to improve timeliness and accuracy of information

High participant satisfaction with a financially robust organisation and stable workforce

Strategic Objective Four

Keep the focus on you – better not bigger

Priorities and Initiatives

Ensure you, your families and carers are at the centre of decision making

Assist in identifying and realising opportunities for you and for us throughout the NDIS transition

Provide support in realising your goals, aspirations and vision for a productive life

Key Success Factors

High satisfaction reported by you

Planned growth at 10% pa

As partners, identify and manage risks the of NDIS transition

Support you in understanding, planning and realising your opportunities