

2017-20 Strategic Plan

Our Purpose

We enable people living with disability to optimise their quality of life.

Our values shape the way we work:



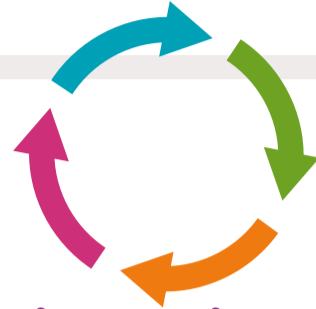
Respect

We respect the people we serve, the people we work with, and the organisations we partner with.



Inclusion

We work collaboratively and communicate openly to ensure all stakeholders are informed and included.



Integrity

We do what we say we are going to do, ensuring that our actions align with our values.



Courage

We test our resolve and go above and beyond to empower others.

Our focus is on these key areas:

You

Together we strive to understand your needs, strengthen relationships and advocate for people living with disability.

So that you:

- Are heard and understood
- Have access to timely advice and quality support
- Have a partner to negotiate services
- Can access services when and where you need them
- Have access to high quality staff that achieve expected outcomes

We will do this by:

- Learning about your needs during your journey with us
- Building relationships within schools and the community
- Advocating for therapy, and the therapy needs of people living with disability

Our Service

Together we strive to understand our business and operate efficiently.

So that you:

- Receive value for money
- Receive consistent, high quality services

We will do this by:

- Improving our business to meet the needs of the new funding environment
- Enabling staff to spend more time directly with you
- Improving how information is managed and communicated

The Future

Together we strive to understand future needs and evolve our services to grow as people grow.

So that you:

- Receive ongoing support in all stages of your life
- Have access to new and innovative services that meet your changing needs
- Can receive services in more locations

We will do this by:

- Providing services that you want, but cannot currently access
- Extending services to people living with disability in regional and remote areas
- Building skills to meet the needs of people who have acquired disability in adulthood