

We live by the motto *"Big enough to provide the service, small enough to look after you."*



OUR MISSION

Supporting a life of choice.

OUR PURPOSE

We exist to enrich the lives of people with a disability by creating choice, opportunities and skills for life.

OUR VALUES

We are committed to authenticity.  
 We believe in lifelong learning.  
 We are compassionate.  
 We are empowering.  
 We are respectful.  
 We are innovative.

OUR CULTURE

We dare to dream and do things differently.  
 We understand rural and regional communities.  
 We employ a person centred approach.  
 We believe in establishing authentic connections for people we support.



STRATEGIC FOCUS AREAS

	1 Financial Growth	2 Workforce Capability	3 Organisational Effectiveness	4 Participant Outcomes
GOAL	We will be here in another 25 years and counting...	We will develop, shape and train our workforce for the NDIS.	We will be a strong agile and innovative organisation.	We will support our participants to build their confidence and skills and participate in the community of their choice.
STRATEGY	1.1 Ensure the organisation's growth and sustainability whilst containing expenses.  1.2 Brand recognition.  1.3 Business relationships and strategic partnerships.	2.1 Enhance our Integrated Customer Management System (ICMS) to be more efficient and train our staff.  2.2 Promote the organisation as an employer of choice with tertiary institutions and contribute actively to reconciliation.  2.3 Develop our brand to attract and retain the best people.	3.1 Build and maintain sophisticated, integrated and sustainable information and communication systems.  3.2 Implement effective governance and compliance frameworks including robust quality and risk management systems.  3.3 Locate and open an office in Northern NSW and maintain our SE QLD office whilst sustaining our flat organisational business structure.	4.1 Support our participants to make individual choices to achieve their goals by building their sense of safety and independence.  4.2 Make our organisation accessible to people with a disability through partnering with complementary organisations to achieve better outcomes.  4.3 Seek opportunities for feedback from current participants about our services offered and delivered.
INITIATIVE	<ul style="list-style-type: none"> <li>Achieve an operating surplus, pass financial audit and complete tenders for services we use aimed at lowering costs.</li> <li>Partner with other providers to deliver more SILS across SE QLD and Northern NSW and open SIL and SDA arrangement in Beaudesert.</li> <li>Increase our NDIS offerings, deliver more NDIS services in Northern NSW and promote widely.</li> </ul>	<ul style="list-style-type: none"> <li>Staff are trained in ICMS database enhancements for the NDIS in QLD and NSW.</li> <li>Establish partnerships with tertiary institutions within SE QLD and Northern NSW and deliver on our RAP commitments.</li> <li>Develop and implement a workforce strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Establish security, role and state levels and permissions for Integrated Client Management system.</li> <li>Conduct an external IT security audit to access organisations data storage, security and software.</li> <li>Open office in Northern NSW and maintain SE QLD office.</li> </ul>	<ul style="list-style-type: none"> <li>Establish more rural connections in areas we support participants to facilitate authentic linkages within their communities including gaining support for Unfunded Projects that benefit participants.</li> <li>Develop partnership agreements and MOUs with complementary organisations servicing NSW and QLD.</li> <li>Develop and circulate a feedback survey for participants and implement strategies to address gaps and improve services.</li> </ul>