



## KEEPING OUR GOALS IN SIGHT



### OPERATIONAL FRAMEWORK

Innovation, consistent practice and transparent decision-making

Issues: contemporary service model, consistency, proactive

- Objectives:
- Policy Driven system
  - Transparency and objectivity in decision making
  - Comprehensive and integrated approach to planning, assessment and resource allocation
  - Quality and accountability

### SUSTAINABLE RESPONSES

Equitable, realistic responses that grow natural supports

Issues: gaps in service needs, increased funding disability, service costs (funding)

- Objectives:
- Transparency and objectivity in decision making
  - Comprehensive and integrated approach to planning, assessment and resource allocation

### STAFF, LEARNING, INNOVATION

Right people, learning together, contributing creative solutions

Issues: recruitment, retention of type of staff, contemporary thinkers

- Objectives:
- Develop and implement a workforce strategy (attraction, retention, skilling)
  - Shaping our workforce in line with our contemporary future

### SMART PARTNERSHIPS

Intentional collaborative partnerships that aid our success

Issues: default provider (community and other services), service costs/funding

- Objectives:
- Develop and implement an Industry Plan to support the growth and development of the sector
  - Respect and facilitate families and relevant others to actively contribute to a client's quality of life

### CLIENT OUTCOMES

Person-centred contemporary services enhancing quality of life

Issues: gaps in service needs, equity across the territory, contemporary service delivery, proactive not crisis driven, consistency in delivery of client outcomes

- Objectives:
- Greater equity in service access
  - Increased access to a broader range of services within the community
  - Comprehensive and integrated approach to planning, assessment and resource allocation

# Strategic Direction

OUR PATHWAY TO SUCCESS

## THE VISION FOR OUR PROGRAM IS:

An inclusive society where people have productive and fulfilling lives as valued members of our communities.

## OUR MISSION WILL BE:

To lead a quality contemporary specialist service system, to foster responsive services and to promote an empowering legislative and policy environment.

## OUR PROGRAM WILL PROVIDE

- Greater Equity in Service Access
- Increased Access to a Broader Range of Services in the Community
- A Policy Driven System
- Transparency and Objectivity in Decision Making
- A Comprehensive and Integrated Approach to Planning, Assessment and Resource Allocation
- Quality and Accountability

## WE WILL ACHIEVE THIS BY:

- Valuing and Respecting People and Cultures
- Being Committed and Accountable
- Building Collaborating Teams
- Learning to Grow
- Staying Achievement and Innovation Focused

## OUR DECISIONS WILL BE:

- Person-centred
- Cultural Secure
- Future Focused
- Equitable
- Flexible and Responsive
- Collaborative
- Sustainable
- Outcomes Driven