



OUR VISION

People with disability in the Peel and surrounding regions lead the life they choose.



OUR PURPOSE

To provide quality and safe services that make a positive difference and support people with disability to:

- have a good life and lead the life of their choice;
- understand their rights and make informed decisions; and
- have opportunity for meaningful participation as valued members of their community.

OUR VALUES



PEOPLE-FOCUSSED

People are at the centre of everything we do. We promote wellbeing, having fun and a sense of belonging where people are accepted and valued.



INCLUSION

We champion diversity, equity, inclusion and people's access to equal opportunity. Being open to differing per



TOGETHERNESS

Being part of a team is important to us and we can achieve more through co-creation, collaboration and teamwork. We know that our best work comes by supporting each other every day.



INTEGRITY

We are committed to being honest, professional and trustworthy in our relationships and everything we do. We take responsibility for our actions and decisions.



PURSUE EXCELLENCE

We strive for excellence and achieving great things and thrive on change as we grab opportunities to continuously improve, grow and learn. What we do, we do well.

**DELIVER
OUTSTANDING
SUPPORTS AND
SERVICE**

**MAINTAIN
FINANCIAL
VIABILITY AND
SUSTAINABILITY**

**BUILD
COMMUNITY
CONNECTIONS**

**FOSTER A SKILLED,
INCLUSIVE AND
ENGAGED
WORKFORCE**

**ENSURE GOOD
GOVERNANCE
AND STRONG
LEADERSHIP**

OUR STRATEGIES

- Embed and promote the rights of people with disability within all services
- Deliver person-centred collaborative supports
- Ensure our properties are fit for purpose and contemporary

- Improve productivity and compliance through efficient processes and systems
- Achieve and maintain alternative revenue streams
- Grow our services and expand geographically across the Peel and surrounding regions

- Advocate for the needs of the people we support; their families; and support networks
- Build brand awareness and raise our community profile
- Maintain membership and work with peak body organisations

- Attract, develop and retain a workforce that is passionate and high performing
- Ensure our staff have the right training, tools and systems to do their job
- Develop future workforce potential

- Ensure transparency and engagement
- Develop and maintain a diverse and high performing board and management team
- Adopt best practice governance framework
- Conduct internal and independent audits

OUTCOMES

We deliver quality, innovative and flexible services with a person-centred approach

Our organisation is financially viable and sustainable which continues to provide quality services for the people we support and their families

People with disability are accepted and valued community members

We value the expertise, experience and passion our staff bring to our organisation and provide a supportive and safe work environment

We demonstrate high-quality good governance which holds us to account with each other, with the people we support; and their families