

ABLE AUSTRALIA STRATEGIC PLAN 2020 - 2021

**Better days,
every day**





**Better days,
every day**



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A MESSAGE FROM OUR CEO

At Able Australia, our Strategic Plan is more than a guiding document that helps us focus on the importance of good governance, quality service provision and sustainable financial management of the organisation. Whilst we will of course continue to maintain our focus on these important areas, our strategy also sets the direction for our workforce and the most important outcome we strive for, which is to improve the lives of the people we support and their families.

This document is an evolution of the Strategic Plan released in 2018. In developing this next iteration, we took significant time to reflect on what we wanted to achieve for our clients. In past years, we have and will continue to provide as many service offerings as possible to help those we support to live the life they choose;

At Able we always want to ask ourselves what more can be done.

In asking ourselves this question, we kept landing on the notion of providing 'better days' for our clients. Not just providing a quality service, but

providing that service in a way that delivers a better day for the person receiving that support – in a way that delivers a positive change or impact for that person.

Providing better days is something that everyone at Able can work toward, every day of the year, in every interaction that we have.

In fact, we believe that focusing on better days as an outcome is a way that we can constantly set a high expectation of ourselves, improve upon our services and measure how well they serve those we support.

After all, we all hope for better days in our life and that is exactly what we will strive to deliver.

Kate MacRae
CEO



ABOUT ABLE AUSTRALIA

Able Australia is a leading provider of high quality, person-centred disability services and community supports. Over the last 50 years, we have grown to become a diverse not-for-profit organisation offering a broad range of services to adults with deafblindness and those with multiple disabilities. We also provide community supports to seniors. Able currently employ over 600 passionate staff and engage with over 200 dedicated volunteers who are committed to our strong community and people-focused values.

Our Values

Trust

For more than 50 years we have been trusted to deliver high quality, safe and reliable services.

Respect

We are respectful, upholding the human rights of everyone we support and work with.

Excellence

We strive for excellence in everything we do - from the services we provide, to the outcomes we support our clients to achieve.

Kindness

We are kind and compassionate to all.

Our Vision

To enable the people we support to live the life they choose.

Our Mission

To build on our heritage and empower the individuals we support to reach their potential by living our values of trust, respect, excellence and kindness every day.

Who We Support

Adults with disabilities and the elderly.

OUR VALUES

Trust

Respect

Excellence

Kindness

OUR STRATEGIC PRIORITIES



QUALITY AND INNOVATION



CENTRE OF EXCELLENCE FOR DEAFBLIND



PARTNERSHIPS AND ENGAGEMENT



SUSTAINABLE GROWTH

BETTER DAYS, EVERY DAY

OUR STRATEGIC PRIORITIES

BETTER DAYS, EVERY DAY



Quality and Innovation

Provide innovative services under-pinned by contemporary, evidence-based practice, within a measurable quality framework.



Centre of Excellence for Deafblind

Grow the Centre of Excellence for Deafblind's reputation and actively collaborate with other world-leaders.



Partnerships and Engagement

Establish, grow and strengthen long-term partnerships that deliver quality, client-focused, shared-purpose and value-adding outcomes.

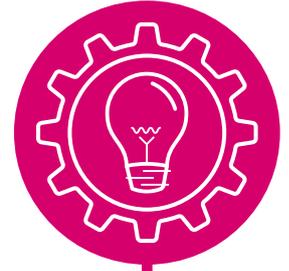


Sustainable Growth

Grow and transform our service offering sustainably, nimbly, purposefully and in a planned and targeted way.

QUALITY AND INNOVATION

High quality services, delivered by a skilled workforce



We will deliver better days for our clients through innovative services that are under-pinned by contemporary, evidence-based practice, within a measurable quality framework. We are committed to continual transformation of our offering informed by client voice, exceeding industry benchmarks and setting the standard in service excellence.

Able will deliver quality, innovative services by:

1

Actively seeking input from clients and their families on how we can improve and add to our services

2

Building a body of research and evidenced-based best-practice to deliver great outcomes for our clients and share with the sector

3

Developing new, effective ways of attracting, engaging, training and retaining current and new staff

4

Using technology to operate more efficiently and enhance the services we deliver our clients

CENTRE OF EXCELLENCE FOR DEAFBLIND

Nationally recognised for our deafblind expertise



We will deliver better days for the deafblind community by growing the Centre of Excellence for Deafblind's reputation, undertaking research, education and training.

Able will grow the Centre of Excellence for Deafblind by:

1

Collaborating with other world-leaders in deafblindness on research, events and by sharing deafblind information with the broader community

2

Expanding the delivery of its training resources to the community and by building even stronger connections in the deafblind community

PARTNERSHIPS AND ENGAGEMENT

Valuable and sustainable collaborations



We will deliver better days for our clients, families, carers and service delivery partners by actively monitoring and measuring the value and quality of our relationships. We will drive better days for our workforce by establishing a strong and compelling employee value proposition which supports our existing staff and attracts new staff. We will also invest in partnerships of mutual benefit including academia, corporate partners and technology partners to deliver better days for all.

We will build strong relationships by:

1

Build upon our workplace culture which reflects our values and the high quality, professional service we provide

2

Communicating with a broad range of trusted partners, both new and existing, authentically and meaningfully

3

Investing in mutually beneficial, value adding partnerships

SUSTAINABLE GROWTH

Purposeful and planned growth



We will deliver better days by growing the organisation. The only limit we put on growth is that we do it sustainably, nimbly, purposefully and in a planned and targeted way. We will extend our core services, including new accommodation models, without compromising the quality of the supports delivered or the safety of our clients and workforce.

Able will achieve sustainable growth by:

1

Ensuring our information technology systems can manage the financial, human resource and client engagement required to be a leader in service delivery

2

Identifying areas of growth by geography, developing a criteria for assessing safe, sustainable growth opportunities

3

Growing our residential services capacity and capability to meet sector demand



WE WILL KNOW WE HAVE SUCCEEDED WHEN:

1. We are delivering **high-quality services** that exceed requirements, benchmarks and standards set by the sector and by our clients and their families or guardians.
2. We have a **stable and skilled workforce** and we are readily attracting new staff in alignment with the growth of our services.
3. Our efforts, activities and practice **nourish and inform the sector**, contributing to its collective intelligence and the people we support.
4. Our Centre of Excellence for Deafblind is **recognised nationally** as a leading centre for research, training and knowledge.
5. Our working relationships with service delivery partners are delivering **valuable and sustainable collaborations** that deliver positive outcomes for our clients.
6. We are an organisation continuing to **grow sustainably** each year in scope, service options and delivery of better days for the people we support.

Ultimately, success for Able Australia means clients enjoying better days, every day.