

We believe that everyone should be able to access the life they want!

# Strategic Plan

## A voice for change

In our interactions and partnerships we advocate for the rights of people with disability.

## We make things happen

We offer so much more than just what is reasonable and necessary.

## Vision

To create a community where every person has the opportunity to live life to their full potential.

## Mission

Demonstrate leadership and excellence in delivering quality client centred services.

## Values

### Access Recreation

**Respect** We treat others as we would like to be treated.

**Integrity** We do what we say we will do and accept responsibility for our actions.

**Flexible** We have a strong culture that is resilient and adaptable to change.

**Generosity** We have the time and strength to help and encourage others.

**Compassion** We are understanding and put the needs of participants, families and staff first.

**Teamwork** We are supportive of each other's contribution and value the sense of family.

## Excellent customer experience

### Participants

- Understand our clients and provide quality services that meet their needs
- Empower participants to make decisions so they can reach their full potential
- Develop outcome measures that are meaningful to participant goals

## Here to stay

### Organisation

- Provide a strong governance framework and skills-based succession planning
- Embrace a culture that supports quality, safeguarding and risk management
- Expand the organisation's service options to assist our communities
- Our services are well supported by the right systems and processes
- Improve our engagement with other stakeholders through better planning and coordination

## Striving to be better

### Workforce

- Attract, develop & retain a flexible workforce
- Actively seek and respond to staff feedback
- Foster a culture of success through a positive and values based work environment
- Invest in a workforce that is skilled to meet participant expectations

## Leading the way

### Innovation

- Innovate through technology and new programs
- Understand client demand & emerging opportunities
- Actively invest in innovative projects that grow our business
- Invest in tomorrow's leaders