

# 2018-21

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## Strategic Plan







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## About Us

Accessability was established in 1991 by a group of committed parents and citizens to support vulnerable individuals and families at home and in their community.

Accessability provides services to 28 local government areas covering 87,000 square kms across the Southern Wheatbelt and Great Southern regions of WA with offices in Brookton, Narrogin and Katanning.

Accessability promotes independent living, wellbeing and choice. We provide a range of high-quality supports and services and with our dedicated team of staff and volunteers, use a person-centred approach that respects people as individuals and supports them to realise their life goals and dreams. Our services include community inclusion programs, accommodation support, assistance with daily living, therapy supports and help to plan and coordinate services.

## Our Vision

A community where everyone is included, valued and empowered.

## Our Mission

Creating Connections  
Building Community  
Nurturing Potential

## Our Values

### 1. Equality

We are committed to a 'fair go' for everyone.

### 2. Compassion

We genuinely care and want to help make a positive difference.

### 3. Accountability

We act honestly and are responsible for our actions.

### 4. Collaboration

We work together to achieve the best outcomes.

### 5. Courage

We embrace challenges and stand-by our convictions.



# Introduction

**AccessAbility invited people with disability, family, carers, staff, management and the Board to participate in the development of this strategic plan.**

We wanted to ensure we captured their insights into what we could do to continuously improve our supports and services. More than 40 people participated in four workshops to run a health check on our mission and values, to make sure they are contemporary and future-focused. We worked together to identify the top five strategic directions for the organisation and our shared priorities that would best support AccessAbility to continue to deliver on our mission.

- 1. Strong Culture**
- 2. Good Governance**
- 3. Dedicated & Skilled Workforce**
- 4. Improved Systems & Processes**
- 5. Future Sustainability**



# 1. Strong Culture

Maintain a positive culture that underpins quality service delivery.

Strategic Objectives	Key Outcomes	Measurement
1.1 Develop and nurture a learning culture.	<p>People are encouraged to speak up about risks.</p> <p>Staff embrace innovation and seek out the best ways to provide person-centred supports.</p> <p>Participants are supported and encouraged to make recommendations and provide feedback as a way to improve services.</p>	<p>Increased staff feedback on ways to make improvements.</p> <p>Increased participant satisfaction with service.</p> <p>Co-design and consultation are routinely used in the review, renewal or creation of services.</p>
1.2 Foster an environment committed to service quality and safety.	<p>Partnership with people, planners and other providers to maximise individual outcomes.</p> <p>Participants are involved in decision making about service design and delivery.</p> <p>Participants are not subject to abuse, neglect or exploitation.</p>	<p>Plans are appropriate and fully utilised.</p> <p>Successful completion of verification/certification process.</p> <p>Restrictive Practices are identified, monitored and eliminated whenever possible.</p> <p>Positive Behaviour Supports build individual capacity and interventions are reduced over time.</p>

## 2. Good Governance

Implement effective governance practices that enhance performance and mitigate risk.

Strategic Objectives	Key Outcomes	Measurement
2.1 Board provides appropriate leadership support to the organisation.	<p>Board is competent and confident about their role and responsibilities under the NDIS.</p> <p>Board makes timely and well-informed decisions.</p>	<p>Board members complete governance or other recommended training.</p> <p>Board members participate in sector learning and development sessions.</p>
2.2 Board systems and processes are professional and support the Board to perform.	<p>Board processes and protocols are documented and understood by all Board members.</p> <p>Board internal and external reporting is more transparent.</p>	<p>Board oversight capacity is improved ensuring efficient and timely decision making.</p> <p>Board performance is formally monitored and annually appraised.</p>



# 3. Dedicated & Skilled Workforce

Continue cultivating a committed workforce equipped to serve.

Strategic Objectives	Key Outcomes	Measurement
3.1 Confident, capable staff are able to work effectively and efficiently.	<p>Staff understand their role and responsibilities and are committed to service excellence and continuous improvement.</p> <p>Improved flow of information across the organisation including regional service points.</p>	<p>Staff feel well supported and have the necessary knowledge and skills to use their initiative and perform at their best.</p> <p>Staff are aware and understand how the NDIS works and impacts on the way services are provided.</p>
3.2 Staff use person-centred approaches and are values driven.	<p>Staff are flexible, adaptable to meet individual needs and preferences.</p> <p>Participants are actively supported to achieve their outcomes and reach their goals.</p> <p>Participants and staff are matched based on participant preferences.</p>	<p>Participants are highly satisfied with Accessibility supports and services.</p> <p>There are high levels of goal achievement amongst people using Accessibility supports and services.</p> <p>Organisation successfully attracts and retains good staff and effectively manages non-performance.</p>



# 4. Improved Systems & Processes

Drive efficiency through continuous improvement of our systems and processes.

Strategic Objectives	Key Outcomes	Measurement
4.1 Improved data capture and real time analyses of business performance.	<p>Improved business intelligence to identify strengths, gaps and trends.</p> <p>Systems, processes and resources match current and future requirements.</p>	<p>Faster and more confident business decision making informed by data analysis.</p> <p>Business efficiencies are realised as systems and processes are refined and improved.</p>
4.2 Improved use of technology and systems to simplify and streamline business processes.	<p>More efficient and reliable information and participant data management.</p> <p>Reports and records are more accurate and easier to produce.</p> <p>Participant and organisation data is kept safe and privacy is maintained.</p>	<p>More time to work with participants due to less time spent on administration.</p> <p>Staff can easily find, access and use the information required in their role.</p> <p>Improved privacy and security of private information.</p>



# 5. Future Sustainability

Innovate and grow to ensure a sustainable future.

Strategic Objectives	Key Outcomes	Measurement
5.1 Increased investment in exploring opportunities for growth.	<p>Accessibility grows sufficiently to ensure long term sustainability.</p> <p>Service offerings are viable within the NDIS pricing framework.</p> <p>Alternative markets and revenue streams are evaluated and implemented.</p>	<p>50% annual revenue growth within three years.</p> <p>Utilisation is maximised – there are more participants or our existing participants access more services.</p> <p>10% of annual revenue is derived from non-disability sources within three years.</p>
5.2 Innovate and experiment through strategic partnerships and collaboration.	<p>Strategic partnerships are developed that create positive individual, community and organisational economic outcomes.</p> <p>Funding for individual plans is adequate and maintained over time.</p>	<p>New service models are considered to improve efficiency whilst ensuring good participant experience and outcomes.</p> <p>Active planning and support of individuals to implement plans and achieve goals.</p>

# Accessibility Strategic Plan 2018-2021

## Overview

Connect		Belong		Achieve
<b>Strong Culture</b>	<b>Good Governance</b>	<b>Dedicated &amp; Skilled Workforce</b>	<b>Improved Systems &amp; Processes</b>	<b>Future Sustainability</b>
Develop and nurture a learning culture.	Board provides appropriate leadership support to the organisation.	Confident, capable staff are able to work effectively and efficiently.	Improved data capture and real time analyses of business performance.	Increased investment in exploring opportunities for growth.
Foster an environment committed to service quality and safety.	Board systems and processes are professional and support the Board to perform.	Staff use person-centred approaches and are values driven.	Technology and systems that simplify and streamline business processes.	Innovate and experiment through strategic partnerships and collaboration.
Equality	Compassion	Accountability	Collaboration	Courage

*"Creating community - not just a service"*



**accessability**

connect • belong • achieve

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