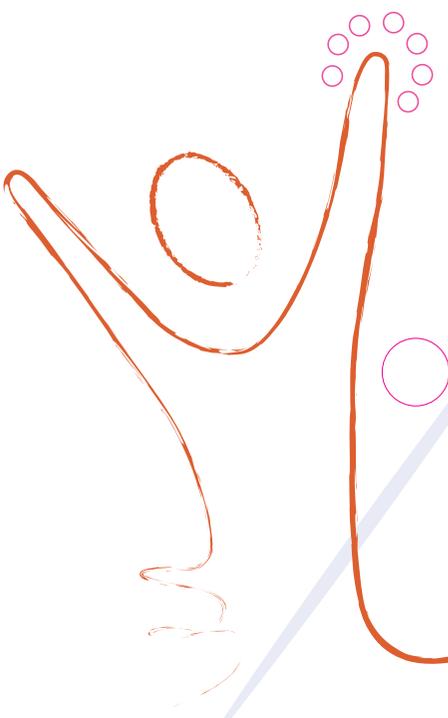


# IMAGINING



## Our Vision

Imagining and achieving better lives

## Our Mission

Inspiring, empowering and supporting people to have great lives

**A R A L U E N**

Strategic  
Direction

2016 - 2019

# Our Values

## People-Focus

in our approach

We facilitate, support, listen to, advocate for, encourage and enable participants to fulfil their goals and become their best. We maintain open, honest communication with family members and support networks. We are guided by respect for individual dignity in our decision making and interactions. We value our staff and their development.

## Integrity

in all our interactions

We adhere to our Code of Ethics and are committed to positive, trusting and respectful long-term relationships between all members of our community. We are determined to achieve our stated goals (as far as possible). We have a reporting culture that does not tolerate abuse and neglect.

## Passion

for our work

We undertake our roles with enthusiasm and a positive attitude. We are committed to achieving great outcomes with our participants and their support networks, creatively developing new and unimagined opportunities for each individual.

# Key Result Areas

## 1. Imagine better ways to support participants through our services, so they achieve their goals

- a. Embrace opportunities for continuous improvement across day services including vocational training, enhancing communication, literacy and sensory skills, and delivery of support outside traditional operating hours
- b. Commence supporting participants in the Whittlesea Municipality

## 2. Develop, increase, and diversify quality supported accommodation

- a. Engage with participants, their families and support organisations to imagine new and better ways for people to move out of the family home and live in the community
- b. Deliver continuous improvement across our residential services

## 3. Maximise funding packages to enable participants to have a great life

- a. Assist participants and their families to maximise the potential for the NDIS to fund their aspirations, including flexible support to be delivered out of traditional day service hours
- b. Develop marketing materials, the Araluen website and NDIS information to attract and retain participants
- c. Recruit service participants consistent with Araluen's growth strategy

## 4. Build efficient business systems, staff teams and financial sustainability

- a. Implement the ICT Plan and develop efficient business systems
- b. Align our day service costs to be in parity with the NDIS price list and achieve prescribed targets and outcomes
- c. Develop excellence in workplace safety, staff retention, professional development, opportunities for feedback and staff recognition
- d. Manage participant transport in a financially sustainable manner