

OUR P.A.T.H TO 2020

OUR VISION

A community that values people with a disability and supports their participation in everyday life.

OUR STATEMENT OF PURPOSE

Creating opportunities for people with a disability to participate in the community the way they choose.

OUR VALUES

Our values will guide us in everything we do.

OUR BEHAVIOURS

We will hold ourselves and each other to account:

We will **deliver** on commitments

We will show **respect**

We have **open** communication

We **learn** everyday

We have **fun** doing what we love

OUR CULTURE

Culture is everything to us.

Our culture is defined by our values, behaviour and all interactions both within and outside our organisation.



OUR PATH TO 2020

PEOPLE

Our customers are our focus

We understand the needs of our customer

We attract, develop, motivate and retain the best employees

We show leadership in quality and outcomes

Our culture defines who we are

TRANSFORMATION

We innovate through new services and technologies

We have a "fit for purpose" operating model

We understand the NDIS market and react to changes

ACCOUNTABILITY

We deliver on what we commit to

We actively seek and respond to feedback

Our staff have the information and training to provide great service

Our staff are empowered and connected

HERE TO STAY

Ensure strong governance of all facets of our business

Ensure business practices support long term sustainability

Expand our services to meet market demand

Invest in infrastructure to support expanded services

