accessability

connect • belong • achieve



2025-2028

Strategic Plan

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We would like to respectfully acknowledge the traditional custodians of the Land. We pay our respects to the Elders past, present and emerging.

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MESSAGE FROM THE CEO AND CHAIRMAN OF THE BOARD

Accessability is excited to share the 2025-2028 Strategic Plan that was built over the last 8 months. It has been a brilliant exercise in which we invited input from focus groups represented by all departments of our Organisation. We reflected on where we have been and took stock of our successes and how our values have shaped the decisions we made.

Tough considerations and decisions were made to remain relevant, with our work being informed by participants, staff, Board and stakeholders in the last strategic cycle to achieve goals as we continued to evolve. The one constant has been our dedication to responsiveness and quality improvements.

As we work with the constantly changing landscape of the NDIS, this Strategic Plan will navigate our position in the Community and Region as a front runner in creating pathways that reduce gaps and provide participants and families with tailor-made service delivery.

Accessability has more than 30 years of experience supporting vulnerable individuals and their families at home and in the community. Notwithstanding the many changes we have navigated, the guiding principles of our values have been tools used daily. They are the responsibility of everyone who works within the organisation, including the Board. Accessability's services extend across 28 local government areas, covering 87,000 square kms across the Southern Wheatbelt and Great Southern regions of WA. We have offices in Narrogin, Katanning and Brookton, as well as activity centres and supported independent living accommodation sites, providing a range of high-quality supports and services. Our dedicated team of staff and volunteers use a person-centered approach, that respects people as individuals and supports them to realise their life goals and dreams.

Our Strategic Plan acknowledges the important role of participants and guardians in delivering our mission. It is the outcome of our hard work and dedication and reflects the voices and lived experiences, honest and bold contributions, from our team members and the individuals we bring services to. It has reinforced the key tenets of our previous strategic plan and will provide insight to help us refine our goals and set new priorities.

Going forward, in fulfilling our purpose to create possibilities in our community, we will focus on our culture of resilience and dedication to purpose, a skilled and stable workforce, remaining sustainable, creating excellence and inspiration. It is our unfaltering commitment to the people we bring service delivery to.

Brian Lange
Chairman, Board of Directors

Shanthi Collins
Chief Executive Officer





VISION

A community where each person is valued and empowered to thrive.

PURPOSE

We create possibilities for people of all abilities in our community through enabling personal growth, facilitating connections, building confidence, challenging beliefs, and breaking stigma.

VALUES

Compassion

We honestly care and are committed to making a positive difference.

Accountability

We act with integrity and take responsibility for our actions.

Collaboration

We partner with stakeholders, individuals and their other supports for the best outcomes.

Courage

We embrace challenges and are determined to fight the odds to achieve desired goals.



Culture

Success is a culture of dedication and connection to purpose

What we want to achieve – Outcomes

- Our staff are connected to our vision and dedicated to our purpose
- We see our values being lived out day to day
- Communication between office staff and support workers is open and effective
- Consultation with participants and staff in the planning, design and delivery of Services is happening frequently.

What we are going to do – Actions

- Improve and maintain consistency of communication
- Embed and embody our Values
- Undertake teambuilding activities
- Contribute to Community.

Indicators

- Leaders are role-modelling positive behaviours, ethics, and values
- Open and effective communication between all staff
- High team performance with good inter-role knowledge and support
- Embedding of values throughout recruitment, performance management, policy and procedures
- We are recognising and celebrating more behaviours that align with the values than dealing with behaviour that don't

Measures

- Quality and impact of leadership scores high on staff feedback/culture survey
- Communication scores high on staff feedback / culture survey; recorded issues relating to communication are minimal/reducing
- Measures(s): teamwork / team climate scores high on staff feedback / culture survey
- Percentage of material reflecting values (the meaning of them, not just the 4 words) is increasing over time; number of performance development conversations concerning issues relating to values is minimal / decreasing

People

Success is a skilled and stable workforce



What we want to achieve – Outcomes

- We are an employer of choice – we retain staff because people want to work for us and stay with us.
- Individual contributions are valued.
- We have a healthy knowledge, skills, experience, and diversity profile underpinned by regular assessment on gaps and opportunities.
- Team Collaboration
- People are better equipped to support each other's role



What we are going to do – Actions

- Develop and communicate clear roles and JDFs
- Create staff wellness and team building programs Implement Performance Improvement programs with career pathways
- Undertake training and upskilling of staff, including mentoring opportunities
- Continue to build on rostering efficiency.



Indicators

- Recruitment of high-quality candidates in a timely manner
- Training gaps are being identified and then addressed in a timely (reducing risk as quickly as possible) and effective (right skills for the right people) manner
- "Thrive" activities are occurring alongside "survive" tasks
- Excellent professional development
- Staff retention is high



Measures

- Length of time that role gaps exist; candidate to role match is high
- Number of training needs outstanding; time from identification of training need to filling it
- Number of social outings for the clients and support workers
- Number of new opportunities; staff perception of opportunity in staff feedback / culture surveys
- Average length of time in the organisation

Sustainability

Success is a thriving future for our community and organisation



What we want to achieve – Outcomes

- We have identified realistic ways of diversifying our sources of income
- We are implementing viable new services / service models to augment our existing ones
- Our share of the market is increasing or at least remaining stable



What we are going to do – Actions

- Invest time in development of grant writing and funding application skills
- Explore new and diverse service and funding models
- Embed a process of market monitoring, business analysis, and review of changes in the NDIS market
- Leading the way in quality and safeguarding
- Diversify income to achieve financial security
- Rebuild Allied Health Service with ongoing recruitment drive for OTs



Indicators

- Continued steady growth Non-NDIS service delivery with income stream(s)
- Active partner / stakeholder relationships realising benefits for us, them, and our community
- Successful advertising to build the Therapy Team



Measures

- Increased number of clients / hours of support funding provided and/ or percentage of income coming from non-NDIS sources
- Increased number of existing relationships; number of new relationships
- Receiving more enquiries and applications to fill position

Excellence

Success is a continuously improving service



What we want to achieve – Outcomes

- We are responding to the needs and suggestions of clients and staff
- We have increased and strengthened relationships with other stakeholders
- We are the preferred service with long-term clients
- Participants are not subject to neglect, abuse, or exploitation.
- People are encouraged and empowered to speak up about risks



What we are going to do – Actions

- Explore new services Investigate and embed new services
- Maintain and improve best practice standards Build brand strength
- Develop strategic and operational partnerships
- Expand opportunities in the Hub
- Participate in community events to consolidate our local presence



Indicators

- Responsiveness and flexibility in meeting client and family needs
- People are recommending us
- We are reliably delivering an efficient service
- People are identifying risks and raising concerns and suggestions for continuous improvement



Measures

- High scores on client / family feedback surveys
- Number of new clients or partners that come from a recommendation Positive balance sheet; low / decreasing number of complaints; good / improving client, family, and staff feedback
- Number of risks on risk register; low number of issues on issue register (because risks are identified and managed)
- Quality and safeguarding standards are met

Inspiration

Success is challenging beliefs and behaviours



What we want to achieve – Outcomes

- People in our community are not distinguished by their ability
- We see contentment and cohesion among our clients, their families, our staff, our community
- All people can participate in experiences that add quality of life – thrive, not just survive
- People in the region are aware of our presence and our focus.



What we are going to do – Actions

- Facilitate community learning and improvement within the community about
- Disability Create a "dream fund" to help clients fulfil their dreams – to "thrive", not just survive
- Expand the communications and marketing campaign



Indicators

- Employees are acting as ambassadors of the organisation and our mission in the community
- Positive reputation in our community "Thrive" activities are occurring alongside "survive" tasks
- Non-tied funding available for 'extra' activities and opportunities



Measures

- Positive feedback from participants, families, and other stakeholders
- Good / improving client, family, and staff feedback; new customers coming to us; existing customers retention
- Increased number of clients participating in novel or non-basic care related activities
- Amount of dollars available in "dream fund"; number of clients undertaking a "dream" activity

Supporting ability
Providing opportunities
Realising life goals

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