



OUR MISSION

Supporting people's abilities with quality services to enable them to live an equitable life in the community.

OUR VISION

Quality and Expertise
Respectful and Engaging
Flexibility and Innovation
Honesty and Advocacy



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GREYSTANES DISABILITY SERVICES

STRATEGIC PLAN 2015-2017

STRATEGIC GOALS

1 QUALITY AND EXPERTISE

To lead in person centred service and influence best practice throughout the sector.

Outcome 1: Greystanes consistently delivers a genuine person centred service.

Strategies:

- 1.1.1 Ensure individuals and families understand their right to a person centred service;
- 1.1.2 Support staff to consistently deliver genuine person centred service and support;
- 1.1.3 Provide high quality training internally and externally to other agencies;
- 1.1.4 Respond to the changing environment with regard to service delivery, client groups and criteria for service.

Outcome 2: Greystanes is a knowledgeable and leading voice in the delivery of quality, person centred services to people with disabilities and their families.

Strategies:

- 1.2.1 Implement evidence-based practice across the organisation;
- 1.2.2 Participate in a range of relevant activities in order to share information and promote the work of Greystanes;
- 1.2.3 Maintain quality accreditation in the Disability Services Standards and the Attendant Care Industry Standards;
- 1.2.4 Be responsive and open to the feedback of our stakeholders.

2 RESPECTFUL AND FLEXIBLE

To be flexible and responsive to the needs and wishes of people with disabilities and their families.

Outcome 1: Engage with people with disabilities and their families throughout the process of developing flexible services.

Strategies:

- 2.1.1 Ensure all relevant staff are trained in Person Centred Active Support;
- 2.1.2 Support staff to consistently deliver genuine person centred service and support;
- 2.1.3 Provide high quality training internally and externally to other agencies.

Outcome 2: Communicate and promote Greystanes's capacity to respond to individual needs.

Strategies:

- 2.2.1 Implement and promote Greystanes's mobile services and our capacity to provide person centred services to people with disabilities in a range of environments, including in-home support;
- 2.2.2 Maintain partnerships with universities and other agencies to expand our current knowledge.

3 GROWTH AND INNOVATION

To be a viable organisation with the capacity to meet new challenges and adapt to change.

Outcome 1: Greystanes secures opportunities to grow.

Strategies:

- 3.1.1 Research opportunities that arise from devolution and transfer of Ageing, Disability and Home Care (ADHC) services;
- 3.1.2 Pursue all relevant funding opportunities;
- 3.1.3 Continue to engage in innovative partnerships and explore new technologies;
- 3.1.4 Support the growth of Megalong Positioning Service (MPS).

Outcome 2: Greystanes's service delivery is responsive to the changing environment.

Strategies:

- 3.2.1 Enhance capacity to respond to a variety of needs;
- 3.2.2 Establish an in-home flexible support service.

Outcome 3: Greystanes is a strong and respected brand which attracts and retains clients, partners and supporters.

Strategies:

- 3.3.1 Promote the work of Greystanes through traditional and social media and by way of participation in relevant conferences, committees and events;
- 3.3.2 Work with the Greystanes Foundation to launch and implement campaigns and appeals to fund innovative and needed resources for people with disabilities and their families.

4 ADVOCACY AND INTEGRITY

To be a transparent organisation which focuses on the rights of people with disabilities and their families.

Outcome 1: Continue to participate in a range of activities, committees and consultation groups in order to advocate for individuals and/or systemic issues.

Strategies:

- 4.1.1 Advocate on key systemic issues and participate in a range of committees and consultation groups;
- 4.1.2 Proactively assist individuals and other organisations in advocating for the rights, needs and wishes of people with disabilities and their families;
- 4.1.3 Through the Greystanes Foundation, fundraise for gaps in services, research and advocacy.