

ADA Australia - Strategic Plan 2016 – 2019

About ADA Australia	ADA Australia is an independent not-for-profit, community based advocacy and education service with over 25 years' experience in providing free and confidential advocacy services to older people and people with a disability.
Our vision	To give vulnerable people a voice.
Our mission	To enable people to be heard, informed and to exercise their rights.
Our values	Respect, empowerment, collaboration and innovation.
Consumers can expect us to...	<ul style="list-style-type: none"> ▪ Focus on and be responsive to their needs. ▪ Respect them, including their culture, sexual orientation and gender identity. ▪ Work with them in a flexible way, including through use of technology. ▪ Empower them by giving them information, advocating on their behalf and supporting them to develop their skills. ▪ Adopt a professional approach when we work with them.
Strategic objectives	<ol style="list-style-type: none"> 1. To be a valued national provider of advocacy and guardianship services by 2019. 2. To enhance our consumer focus and service delivery model by 2019. 3. To have an evidence based approach to monitoring, benchmarking and evaluating our service delivery by 2019. 4. To build and sustain an organisational culture that supports staff resilience and a professional approach to service delivery by 2019.
We will...	<p>Strategic objective 1:</p> <ol style="list-style-type: none"> i. Deliver services in two additional states and/or territories by 2019. ii. Explore options for delivering services in Northern NSW and the Northern Territory by 2017. iii. Pursue national partnership opportunities through the Older Person's Advocacy Network by 2017. iv. Identify at least one new business opportunity aligned with ADA Australia's charitable status and mission each year. v. Explore options for ADA Australia to deliver care coordination through the National Disability Insurance Scheme by 2017. <p>Strategic objective 2:</p> <ol style="list-style-type: none"> i. Identify new service delivery methods that are flexible, accessible and technology driven by 2019. ii. Design and implement a consumer centric service delivery model that supports consumer decision making and enables consumers to choose from a suite of evidence based services by 2019. <p>Strategic objective 3:</p> <ol style="list-style-type: none"> i. Identify research partnerships to develop an evidence based monitoring, benchmarking and evaluation approach by 2017. ii. Implement this evidence based monitoring, benchmarking and evaluation approach by 2018.

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	<p>Strategic objective 4:</p> <ul style="list-style-type: none"> i. Have change management strategies in place that support staff in the context of organisational and contextual change by 2017. ii. Have a workforce plan in place by 2017.
We will know we are doing well when...	<ul style="list-style-type: none"> ▪ We achieve outcomes for consumers and their circumstances improve as a result of our work. ▪ Consumers tell others about what we do and refer them to us. ▪ Monitoring, benchmarking and evaluation tell us that our services are high quality. ▪ We are a well-regarded national provider.