# UNISSON

DISABILITY

STRATEGIC PLAN





# **OUR VISION**



a world where every person is welcomed

# **OUR PURPOSE**



working together to create possibilities for a great life





# OUR VALUES



# **OUR VALUES**



# **CONVICTION**

we give our hearts and minds in an effort to understand others



# **GENEROSITY**

we have the courage not to give up



# **INTEGRITY**

we do what we say we will do



# **COLLABORATION**

we work together, nurturing strong relationships

# INTRODUCTION

OUR PROGRESS OVER THE LAST THREE YEARS, HAS SEEN UNISSON MAKE SIGNIFICANT CHANGES IN RESPONSE TO OUR CHANGING ENVIRONMENT.

We have grown our services across all our areas, with significant growth in the Hunter region, with the opening of our first shared living home in that area. We have also undertaken a number of significant projects with achievements through;

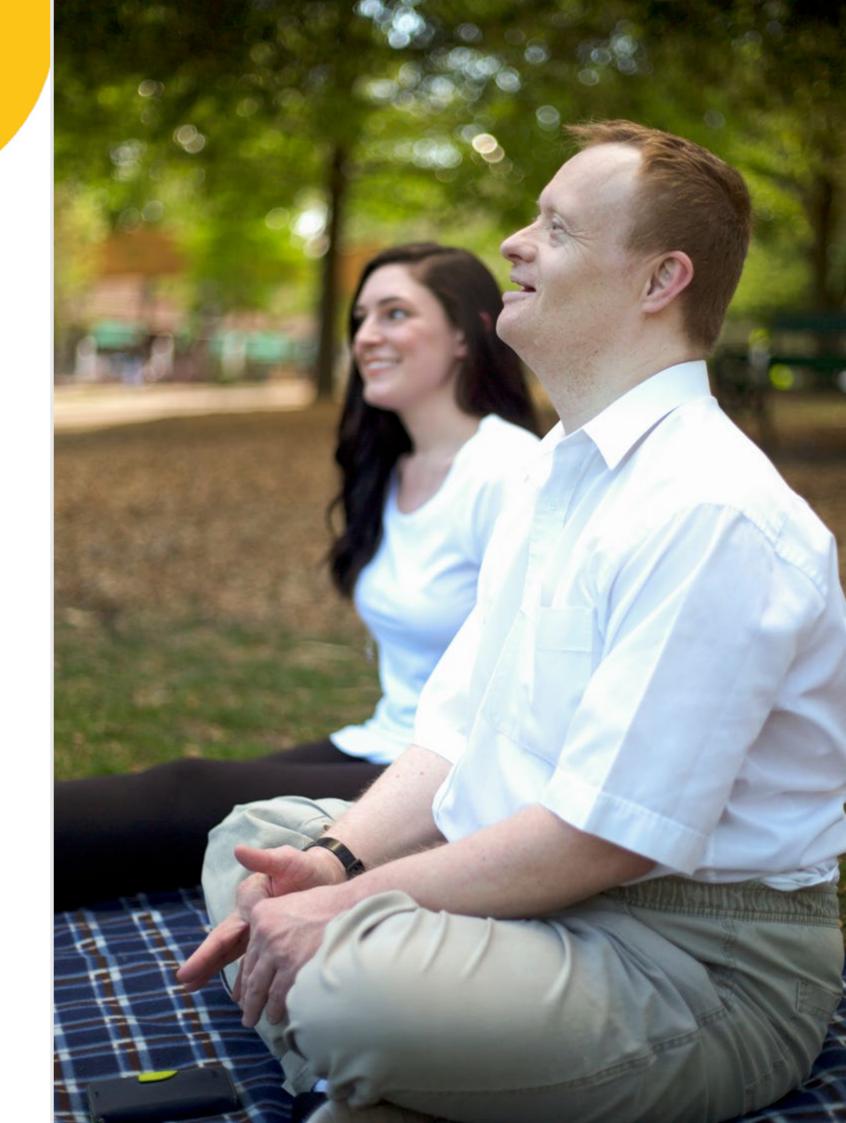
- The successful rebrand from Sunshine to Unisson Disability
- The continued implementation of an organisation wide client management system
- The roll out of a new invoicing and payment processing system
- The introduction of a bespoke customer service framework
- The development of the Lorna Hodgkinson Foundation

Our strategic plan continues to remain focused on ensuring we are well positioned to respond to the needs of our existing and future clients. As well as ensuring we deliver a positive experience for all our stakeholders across all areas of the organisation. The key opportunities for Unisson over the coming 12 months include;

- A targeted focus on innovation and how we can use creativity to solve challenges that clients are facing
- Continuing to establish the recognition of

- Unisson in the community and influence community attitudes around inclusion for people with disability
- Growth in areas of need for clients
- An engaged workforce that is committed to our values, and practice approach and demonstrates this through the quality support they provide to clients

As we continue in the pursuit of sustaining an organisation that is meeting the needs of clients, we will ensure we stay abreast of the changes within the NDIS as a key strategic focus. We will advocate on behalf of people with disability as we remain focused on the evolution of the NDIS to ensure its intentions are realized.





# OUR APPROACH



# A VOICE FOR CHANGE

In all our interactions and relationships we advocate for the interests of people with disability.



# WE MAKE THINGS HAPPEN

We enable the achievements and successes of others.



# A LIFE WITH MEANING

We focus on building personal support networks that connect people with their communities.



# **INDEPENDENCE**

We are driven by the aspirations of clients who are determined to do it for themselves.



# WHATEVER IT TAKES

We will be creative in our approach to find solutions.



# **ALWAYS LEARNING**

We don't presume to know better about other peoples' lives.



Strategic Plan 2018 - 2021

### **Our Vision**

A world where every person is welcomed.

# Our Purpose

Working together to create possibilities for a great life.

# Our Approach

A voice for change. In all our interactions and relationships we advocate for the interests of people with disability.

We make things happen. We enable the achievements and successes of others.

A life with meaning. We focus on building personal support networks that connect people with their communities.

**Independence.** We are driven by the aspirations of clients who are determined to do it for themselves.

Whatever it takes. We will be creative in our approach to find solutions.

Always learning. We don't presume to know better about other peoples' lives.







# **Our Strategic Priorities**

#### Clients

#### **Objectives**

- We understand our clients and provide quality services that meet their needs
- We provide a quality service driven by the principles of social inclusion

#### **Deliverables**

We have a reputation for being client focused, flexible and responsive.

We advocate for clients to make decisions and respect their choices.

### People

#### **Objectives**

- We attract, develop and retain a nimble workforce
- Our workforce is engaged and embraces the organisation's values
- Our leadership is influential and has impact

#### Deliverables

Staff are further developed to provide exemplary support that is meaningful and directed at achieving clients' goals.

### Community

#### Objectives

We influence community attitudes around inclusion for people with disability

#### Deliverables

Clients in their communities are welcomed and participate in activities being part of the fabric of society.

# Organisation

#### Objectives

- We are well positioned for growth
- We cultivate creativity and innovative thinking

#### Deliverables

Our services are consistent with what our clients want and we encourage co-design on their support plan.

# **Client Benefits**

Clients have access to the services they want.

Clients are supported by competent and consistent staff who know them very well. Clients are valued citizens of their community.

Clients can trust that their best interests are at the centre of all our decisions.

### **Our Values**

#### Conviction

We have the courage not to give up.

### Generosity

We give our hearts and minds in an effort to understand others.

## Integrity

We do what we say we will do.

### Collaboration

We work together, nurturing strong relationships.



# **CLIENTS**

OUR

**GOALS** 

#### **OBJECTIVES**

**1.1** We understand our clients and provide quality services that meet their needs

#### **GOALS**

- **1.1.1** We use market research to understand client demand & emerging market opportunities
- **1.1.2** We grow or adapt our services to respond to demands
- **1.1.3** We leverage the brand & marketing strategy to achieve growth

#### **OBJECTIVES**

**1.2** We provide a quality service driven by the principles of social inclusion

#### **GOALS**

- **1.2.1** We ensure a positive client experience at every touchpoint
- **1.2.2** Our support approach framework is clear, embedded and evident
- **1.2.3** Our client needs & expectations are understood, met and well managed

# **PEOPLE**

#### **OBJECTIVES**

**2.1** We attract, develop & retain a nimble workforce

#### **GOALS**

- **2.1.1** We ensure we have the right employees at the right time
- **2.1.2** Our employees have the skills they need
- **2.1.3** We have strong Employee Value Proposition

#### **OBJECTIVES**

**2.2** Our workforce is engaged and embraces the organisation's values

#### **GOALS**

- **2.2.1** Our employees know our values and demonstrate the behaviours
- **2.2.2** We ensure a positive employee experience at every touchpoint

#### **OBJECTIVES**

**2.3** Our leadership is influential and has impact

#### **GOALS**

- **2.3.1** Our leaders have clear responsibilities and authorities
- 2.3.2 Our leaders lead by example in everything they do
- **2.3.3** We actively manage succession plans for leadership roles

# **COMMUNITY**

#### **OBJECTIVES**

**3.1** We influence community attitudes around inclusion for people with disability

#### **GOALS**

- **3.1.1** We actively campaign for the rights of people with disability
- **3.1.2** Our brand positioning aligns to our aspirations

## **ORGANISATION**

#### **OBJECTIVES**

**4.1** We are well positioned for growth

#### **GOALS**

- **4.1.1** We understand the business model for each service and ensure they are operating effectively and efficiently
- **4.1.2** Our properties are matched with client & service needs
- **4.1.3** Our operations are well supported by the right systems and processes
- **4.1.4** We adapt our compliance and governance to match legislative changes
- **4.1.5** We maximise M&A Opportunities

#### **OBJECTIVES**

**4.2** We cultivate creativity and innovative thinking

#### **GOALS**

- **4.2.1** We have a culture of innovation at all levels of the organisation
- **4.2.2** We actively invest in innovation projects



# UNISSON DISABILITY

T: 1300 266 222 E: info@unisson.org.au W: unissondisability.org.au

Corporate Support Office 6 West St, PYMBLE NSW 2073

Postal Address
PO Box 474, GORDON NSW 2072

ABN: 28 613 272 772