

mission statement

providing creative quality support to people living with disabilities to identify and explore opportunities.



vision

living a life of possibilities ...

SD1 - Our Clients - Person Centred and Innovative.

1. Ongoing focus on our core business of servicing existing clients through a person-centred approach.
2. Disability Matters (DM) to maintain a solid knowledge of competitors activities and outcomes, underpinning ongoing competitive advantage.
3. Identify, mitigate and manage ongoing risks from COVID-19 and associated impacts on service delivery for clients.
4. Prepare and implement concise marketing plan to leverage the organisation's strong profile and raise client awareness of the services available.
5. Seek out and pursue growth opportunities that add value to clients and the organisation, including those outside the NDIS.

SD5 - Strategic Partnerships - Strength through connections



Disability Matters Inc Strategic Plan 2020 - 2023

SD2 - Our Staff - Employer of Choice.

1. Review and update current organisational structure and associated roles and responsibilities to ensure the best outcome for staff within the current funding and operating environment.
2. Provide support for employees and volunteers to access appropriate training and professional development, including the NDIS.
3. Ensure staff are empowered to carry out their current roles as well as being able to identify additional opportunities to meet present and future needs.
4. Identify, mitigate and manage ongoing risks from COVID-19 and associated impacts on service delivery for staff.
5. Demonstrate and expect effective communication.
6. Manage impact of working in the sector on all staff and volunteers.

SD3 - Our Systems - Improve processes and maximise returns.

1. Ensure DM remains profitable and provides for future growth, through active financial management and planning.
2. Ensure existing assets are well maintained and used efficiently and effectively.
3. Improve existing accountability and reporting - both qualitative and quantitative.
4. Review and update existing policies and procedures to reflect NDIS requirements.

SD4 - Growth - Develop new opportunities.

1. Investigate funding options to purchase new office premises to meet current needs as well as planned growth.
2. Maintain rates of growth to manageable levels in line with available resources.
3. Develop increases in capacity in a planned way to maximise opportunities for our clients and the broader region.
4. Promote and advocate for additional appropriate accommodation for people with disabilities on the Atherton Tablelands, including opportunities for DM to purchase and provide the assets.
5. Actively investigate alternative and innovative income streams and commercial opportunities for the organisation, to reduce reliance on government funding.
6. Understand the needs of the broader community as they relate to our sector.

values

Professional • Empowering • Supportive • Transparent • Accountable • Reliable • Innovative