



Strategic Plan 2006 – 2010 One Organisation One Future

Vision

People with disabilities and their carers will have access to innovative technical solutions, enhancing quality of life, opportunities for independence and participation in the community.

Mission

Our mission is to provide personalised equipment and advice, to people with disabilities and their carers, through the innovative services of skilled volunteers and staff.

Core Business

Our core businesses are:

- the supply of equipment
- support in the use of equipment
- provision of advice and information about equipment to people with disabilities and their carers, and to the disability sector.

Values

- innovative and personalised services
- assistance that is affordable and fit for the purpose
- services that are responsive to the needs of our clients, within operational constraints.

Strategic Priorities

- to provide quality services
- to influence the disability sector
- to strengthen core business
- to maintain a capable organisation
 - to maintain financial viability

Practical Solutions – Optimising Ability

Implementing our Strategic Priorities

Provide Quality Services

Our services provide personalised equipment and advice, to people with disabilities and their carers, through the innovative services of skilled volunteers and staff.

Our clients include people with a wide range of disabilities and in all age groups, including clients with multiple and profound disabilities and clients from culturally and linguistically diverse groups.

Our goals for quality services:

- to provide technical solutions that are fit for the purpose and as far as possible satisfy the relevant needs of our clients and their carers
- to offer services that are timely and appropriate to client needs
- to broaden our client profile, increasing service provision to people with multiple and profound disabilities and from culturally and linguistically diverse groups
- to achieve consistency in quality of services throughout the organisation
- to exceed quality and service standards relevant to the industries in which we operate

We will achieve our goals for quality service by:

- Knowing the markets in which we operate
- Building our knowledge base in our fields of expertise
- Exploring new service opportunities, including opportunities resulting from the construction of TADHouse
- Developing partnerships with organisations and individuals who can contribute to our work
- Reviewing service delivery models across the organisation
- Working collaboratively with clients, volunteers, members and other stakeholders
- Expanding the staffing available for service delivery, including diverse and growing teams of volunteers
- Maintaining a strong and viable organisation, with income levels sufficient to meet these goals

We will measure our progress toward quality service through:

- Output statistics for each service
- Client satisfaction, as expressed in feedback surveys
- Regular analysis of client profile
- Compliance with all relevant standards
- Instances of new collaborations, and increased benefits from existing partnerships
- Instances of new service delivery models
- Evidence of consistency throughout the organisation
- Levels of staffing and funding achieved



Influence the Disability Sector

To achieve our vision for people with disabilities, we need to influence the wider activities of the disability sector, as well as providing quality services.

Our goals for influencing the disability sector:

- to encourage a “can do” response throughout the disability sector to the needs of people with disabilities, focusing on affordable solutions that are fit for the purpose
- to raise the expectations of people with disabilities and their carers
- to encourage therapists to think innovatively about technical solutions
- to actively promote the needs of people with disabilities to decision makers
- to expand our profile, so that our voice will be heard

We will achieve our goals for influencing the disability sector by:

- Building our knowledge base in our fields of expertise
- Expanding circulation for TADJournal, our flagship publication
- Upgrading our web site, to enhance its capacity to communicate our message
- Seeking new opportunities to showcase the ways in which technology can assist people with disabilities, including opportunities resulting from the construction of TADHouse
- Developing partnerships with peak and advocacy organisations to achieve a stronger voice, in particular:
 - Building our relationship with Royal Rehabilitation Centre Sydney, exploring opportunities arising from the site redevelopment and through state-wide services
 - Expanding links with TADAustralia and with the state TAD organisations
- Attracting secure funding for communication services

We will measure our progress toward influencing the disability sector through:

- Readership of TADJournal
- Access to the web site
- Activity statistics for “showcase” activities
- Instances of new or expanded partnerships
- Increased volume and quality of referrals
- Level and terms of funding achieved



Strengthen Core Business

Our core business is the provision of technology to people with disabilities, along with support in its use.

Current activities include:

Supply of equipment

- Custom designed and constructed aids
- Modifications to commercial equipment
- Computer systems (including peripherals, software and internet access)

Support in the use of equipment

- Repair and maintenance
- User education and resources
- Help desk
- Review

Advice and information

- Assessment of needs
- Consultation on technical options
- Referrals to other service providers
- Sharing of knowledge and resources

Our goals for strengthening our core business:

- to maintain a relevant and responsive service in a changing technical environment
- to ensure all effort and resources are directed toward achievement of our vision

We will seek to strengthen our core business by:

- Developing new services or redeveloping services:
 - to meet gaps in current service provision (especially considering the needs of people with multiple and profound disabilities and people from culturally and ethnically diverse backgrounds)
 - in response to changes in the technical environment (most notably changes in the information technology market)
 - opportunities resulting from the construction of TADHouse (including access to an on-site workshop)
- Applying consistent service standards and methods across all outlets
- Working to create closer integration of services, especially at the point of initial client contact

We will measure our progress toward strengthening our core business through:

- Evidence of new services, redevelopment of current services and integration of services
- Standards compliance
- Evidence of consistency throughout the organisation



Maintain a Capable Organisation

Achievement of our strategic priorities depends on continuing effort to build a dynamic, cohesive and capable organisation.

Our identified needs for a capable organisation are:

- Expanded presence throughout NSW
- Organisational cohesion and compliance
- Effective governance
- Dynamic engagement of volunteers and staff
- Resource development
- Relocation in TADHouse, purpose built premises with the capacity to support our strategic goals
- Effective and timely risk management

We will maintain a capable organisation by:

- Attracting new volunteers with a range of skills in urban and regional areas and seeking to include greater numbers of younger people
- Developing valued and consistent resources for branches and volunteer groups
- Impacting our culture through the annual conference
- Working toward best practice not-for-profit corporate governance at all levels of the organisation
- Establishing an effective volunteer management program that supports the efficient and effective engagement of volunteers in all parts of the organisation
- Fostering an environment that provides for all staff and volunteers to access appropriate learning and development
- Upgrading and integrating information technology systems to support the achievement of our strategic priorities
- Completion of "TADHouse" on the basis of visionary planning and within budget
- Attracting sufficient funds to meet the on-going occupancy costs of TADHouse
- Continuing to develop the resources of the TAD Foundation
- Development and adoption of formal risk management strategies
- Achieving the funding levels required to achieve these goals

We will measure our progress toward maintaining a capable organisation through:

- Number and geographic distribution of active branches and volunteer groups
- Number and diversity of volunteers engaged in our activities
- Resource kits developed and distributed for use by volunteer groups and their adoption in the field
- An effective volunteer management program has been established and is providing the necessary support for the management of volunteers
- Participation statistics for learning and development activities
- TADHouse project milestones on schedule
- Demonstrated compliance with audit, insurance and standards requirements
- Staff meeting requirements of position descriptions within reasonable working hours
- Level of financial resources, in the TAD operating budget and in the TAD Foundation



Maintain Financial Viability

Achievement of our strategic priorities also depends on continuing effort to build a strong and sustainable financial base.

Our identified needs to maintain financial viability are:

- Increased fundraising income from new and existing sources, for the TAD Foundation and for operational costs
- Increased levels of government support
- Higher community profile, attracting resources and support to the organisation
- Continuous conservative management of expenditure within our financial resource constraints

We will maintain financial viability by:

- Combining fundraising and communications staff in a Development Office
- Expanding staff time available to public relations and other profile building activities
- Seeking opportunities to link with organisations and individuals who can contribute to our community profile
- Expanding links with TADAustralia and with the state TAD organisations, with a view to raising the national profile of TAD services and attracting nation-wide funding
- Regularly exploring opportunities for new sources of income
- Lobbying state and commonwealth government re levels of funding
- Attracting the additional funds required to meet TADHouse occupancy costs
- Reviewing fee-for-service policies and schedules
- Continuing to control costs

We will measure our progress toward maintaining financial viability through:

- Improved balance sheet results
- Expanding annual budget, with growth in expenditure of at least 5% pa and achievement of small surpluses
- Diversity of income streams, with no single source contributing more than 35% of income
- Increase in government funding

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