

Your Best Life

disability and health services



Strategic Plan

2022 - 2027



Your Best Life Disability and Health Services acknowledges the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to land, waters and community. We pay our respect to them and their cultures; and to Elders past, present and emerging.

Your Best Life Disability and Health Services acknowledges the objectives of the Convention of the Rights of Persons with Disabilities.





Chairperson Karin Franck

Message from the chair

I am pleased to present to our valued clients and the community we serve, our Strategic Plan 2022-2027. The Strategic Plan was generated at our annual strategic planning workshop attended by the Board, CEO, and executive leadership team. It is also provided for community consultation and feedback.

The Board commends the leadership of the CEO. The company has developed significantly since 2016 when Debbie commenced in the role as CEO to lead the transformation from a grant-funded organisation to a strong and resilient company that now includes five programs, seven centres, and two outreach hubs. We also applaud the passion, commitment, and leadership of the executive leadership team in designing and developing services that are welcoming, client-centred, streamlined, and highly satisfying in terms of client expectations. We are proud to be NDIS Registered and to maintain our very high standards through accreditation under the NDIS Quality and Safety Commission.

Your Best Life Disability and Health Services now provides five specialist programs or brands to the communities of Sunshine Coast, Noosa, Gympie, and Moreton Bay. We also provide services in homes, schools, community places, and via internet-based platforms such as Teams and Zoom.

Our Strategic Plan encapsulates our vision, values, and mission-driven contribution to the community. Our objectives are sufficiently broad to enable us to respond in a timely way to opportunities that arise, yet focused enough to ensure we remain true to our core mission as a disability, health and human service provider of excellence. Every year, we consider further investment in service growth and diversity with the aim of empowering even more people to live their best lives and to strengthen our community.

I am confident that the organisation is well managed, sustainable into the future, and manages risk appropriately. The organisation has a strong vision that will help meet the community's needs. The CEO's Five Year Regional Roadmap and the Business Plans for each of our programs show a very high level of diligence, client-centredness, and enablement of client choice and control. Our investment in employee development, professional supervision, training and mentoring ensures sound implementation and embedding of policies, procedures, and guidelines. The need for documented, clear, and consistent practices cannot be overemphasised in our business because, as the Royal Commission has shown, the rights of people with disabilities have historically not been well respected. We will always be strong advocates for a better deal for people with disabilities.

I would like to assure people with disabilities and health conditions, including mental health conditions, that Your Best Life Disability and Health Services and its many services and programs aim to help you achieve your best life despite the many challenges and barriers that you confront. We remain open to your feedback so that we can continually improve as we strive to meet your needs.

Yours sincerely

Karin Franck
Chairperson







CEO Debbie Blumel



Strategic Plan 2022 - 2027

Our Vision

A world in which we work together to overcome life's challenges and barriers

Our Mission

To help children, teens, and adults to live their best lives through community health, disability, and human services

Our Values

- We respect human rights and individual self-determination.
- Our people embrace integrity, honesty, and transparency.
- Everything we do is client-focused and streamlined.
- Client safety, quality services, and professional competence are at the heart of our practice.
- We stand against violence, neglect, abuse, and exploitation.

Strategic Objectives

- 1) To empower and provide evidence-based supports to children, teens, and adults to deal with life's challenges through client-centered therapy services, including mental health services, in a safe and supportive environment
- 2) To ensure NDIS clients get the most from their NDIS plans through personalised services, experienced and accurate advice, and guaranteed same-day invoice processing
- 3) To support people to live as independently as possible in circumstances that best suit them
- 4) To assist NDIS participants to develop skills, independence, and confidence in implementing their plans by identifying and coordinating supports and building resilient networks
- 5) To build community capacity and individual capabilities by pursuing opportunities to extend service reach and through innovation in the delivery of health, disability, and human services



Melissa Terry
Manager
Children's and Teen's
Therapy Services

Children's and Teens' Therapy Services (CATTS) provides therapeutic supports to children and teens aged birth to eighteen with developmental delays, disabilities and health conditions. Therapeutic supports include Occupational Therapy, Psychology, Speech Pathology, Physiotherapy and Allied Health Assistants. Supports may be delivered in one of our five centres, at school, at home, or in the community.

The majority of CATTS clients receive NDIS funding; however CATTS therapists also see clients with other funding streams such as Chronic Disease Management Plans, Medicare Item 135 plans, brokerage, clients with private health care and clients who pay privately.



Emma Burke
Manager
Mindcare Mental
Health Services

Mindcare Mental Health Services improves mental health and psychosocial outcomes through assessments, psychological therapy, and specialised behaviour supports delivered by a team of experienced and committed psychologists and other mental health practitioners. We work collaboratively in a non-judgmental, therapeutic environment, engaging respectfully with our clients' stories and struggles. Our personalised approach allows you to choose a therapist with a special interest in your issues. We also engage other Allied Health Professionals to undertake functional and other assessments for clients as part of a streamlined integrated service.



Adrian Crothers
Manager
LevelUp Independent Living

LevelUp Independent Living (LUIL) supports adults with a disability to plan and implement individualised, independent housing options, and other supports to help participants to maintain their independence, achieve their individual goals, and learn new skills. LUIL supports people with a disability and their families with unique and individual housing and community solutions that are tailored to our clients' needs. LUIL provides expert guidance through every step of the process to ensure client needs are being met. Services include:

- Supported Independent Living (SIL)
- Assistance with Daily Life Tasks (ADL)
- Social and Community Participation (CP)
- Individualised Living Options (ILO)
- Capacity Building and Skills Development (CB)
- Short Term Accommodation (STA)
- Psychosocial Recovery Coaching (PRC)
- NDIS Advocacy and Assistance



Tash Van Veen

Manager

Your Choice Plan Management

Your Choice Plan Management's (YCPM) role is to assist NDIS participants through managing and monitoring budgets, disbursing funds to providers for services delivered, providing regular funding updates including monthly statements, and providing information about service providers when requested. The plan management role also assists in building participants' financial capacity and knowledge. YCPM stands out in a crowded market by guaranteeing same day invoice processing for services delivered to NDIS participants. This means that service providers are paid promptly and participants can actively monitor their budgets. Our service is friendly and personalised - helping people to get the most out of their plan.



Tracey Sparks

Manager

ThumbsUp Support Coordination

ThumbsUp Support Coordination (TUSC) is a capacity building support under the NDIS. This means the focus is assisting NDIS participants to develop their skills, independence, and confidence to act on their own behalf, where possible, and reduce reliance on NDIS-funded supports over time. TUSC provides Coordination of Supports (Level 2) and Specialist Support Coordination (Level 3). Coordination of Supports assists participants to understand their NDIS plans, to reduce barriers to engaging and maintaining support relationships, and to design, research, and select their support providers to assist them to achieve their goals. Specialist Support Coordination provides specific high intensity and/or complex support needs and/or risks that require active management. Specialist Support Coordination addresses complex barriers impacting a participant's ability to implement their plan and access appropriate supports.



Sue Richardson

Chief Financial Officer

The CFO is responsible for corporate financial governance and leadership which positions the company for consolidation, growth and diversification as envisioned by the Strategic Plan and the corporate Five-Year Business Plan. The CFO is responsible for the organisation's financial planning, monitoring and reporting and for ensuring that all internal and external accountabilities relating to the organisation's finances are met on time and at the required standard. The CFO works closely with the CEO and other managers as part of the Executive Leadership Team and is the line manager for the Finance Team.



Kim Helmore

Corporate Services Manager

The Corporate Services Manager works collaboratively in the provision of a comprehensive Human Resource Management system including workforce planning, management, onboarding, compliance, and training and development. The Corporate Services Manager is also responsible for building the company's capabilities in Quality Management and leading our response to audits, marketing, and the Work Health and Safety framework.




Your Best Life Disability and Health Services Ltd
ABN: 95 450 197 846 NDIS Registration: 4050017095

9 Maud Street, Maroochydore
70 Windsor Street, Nambour
Meridan Street, Kawana Waters Primary School Campus
Suite 1, 6-8 Perseverance Street, Gympie
Unit 8/42 Beerburrum Road, Caboolture
20 Edwards Terrace, Caloundra West

Tel: 07 5293 9090 Fax: 07 5441 7905

enquiries@ybl.org.au
www.ybl.org.au

Trading As
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Mindcare Mental Health Services
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ThumbsUp Support Coordination



Helping people live their best lives

