



# Your Best Life

disability and health services



# Strategic Plan

2023 - 2028



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, Karin Franck*

I am pleased to present to our clients, stakeholders and community, our Strategic Plan 2023-2028.

Your Best Life Disability and Health Services (YBLDHS) undertakes continuous improvement in response to changes in our external environment and in pursuit of opportunities to extend our services to even more people. During our strategic planning work each year, we take stock of those changes and opportunities, and position the organisation for success and sustainability. YBLDHS was founded by the Sunshine Coast community about 35 years ago. Our Board and executive leadership team, as its current stewards, continue to be committed to its original beneficial community purposes.

Our current strengths include the stability and maturity of our leadership team and the organisational capabilities that have fostered steady service expansion during a time of tumultuous change. We are an established regional service provider with six busy service centres, and we offer outreach services via digital platforms across Australia. We provided continuity of services throughout COVID-19 and invested significantly in secure digital platforms. We are an employer of choice who invests in staff training and development, multidisciplinary teamwork, quality standards, and positive stakeholder relationships.

We are proud to be NDIS registered and to maintain our very high standards through accreditation under the NDIS Quality and Safety Commission. This is particularly important as it demonstrates our commitment to offering exemplary services in contrast to the type of care and exploitation of people with disabilities revealed by the Disability Royal Commission. We also welcome the Federal Government's commitment to "re-booting" the NDIS and making it more sustainable. Importantly, we will continue to be strong advocates for quality care and services.

Our Strategic Plan states our vision, purpose, values, and strategic objectives. It is our light on the hill that keeps us focused when making decisions and exercising good governance. The YBLDHS Corporate Plan translates the Strategic Plan into outcomes and deliverables. Business Plans from each organisational business unit outline the work plan for each unit and form the basis of budget development. Strategic and operational risk management, Work Health and Safety, and professional practice governance are foundational to how our company and the business units operate.

YBLDHS believes that our regional community deserves a not for profit service provider who invests in community capacity. We are here to help people live their best lives even though they face extraordinary challenges and barriers.

The Board welcomes feedback about our Strategic Plan 2023-2028 so that we may continually improve in response to community needs.

Yours sincerely

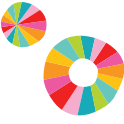
*Karin Franck*  
Chairperson







CEO Debbie Blumel



# Strategic Plan 2023 - 2028

## Our Vision

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

## Our Purpose

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 and accountability.
- Everything we do is person-centred and strength-based.
- We invest in client safety, quality services, and professional competence to improve client outcomes.
- We stand against violence, neglect, abuse, and exploitation.
- Our systems and services continually improve to enhance engagement.

## Strategic Objectives

- 1) To empower and provide evidence-based services to children, teens, and adults to deal with life's challenges through person-centred therapeutic supports, including mental health services, in a safe and supportive environment
- 2) To empower NDIS clients to use their plans well through our experienced and knowledgeable team offering personalised services and guaranteed same-day invoice processing
- 3) To support people to achieve their personal independent living and community participation goals
- 4) To continue to be a strong and financially sustainable company that invests in our people, systems, and services
- 5) To build the capacity of our community through the provision of health, disability, and human services that improve quality of life

# YBLDHS *Management Team*



**Emma Burke**

General Manager  
Community Services

Community Services provides a range of multidisciplinary disability, health, and community services to help people overcome life's challenges and barriers and live their best lives. Programs include:

- Children's and Teens' Therapy Services
- Mindcare Mental Health Services
- The Allied Health Collaborative



**Melissa Terry**

Chief Operating Officer  
Community Services

Children's and Teens' Therapy Services (CATTs) provides assessment and therapy services to children and teens aged from birth to eighteen years who have developmental delays, disabilities, and health conditions. We provide Occupational Therapy, Psychology, Behaviour Support, Speech Language Pathology, and Physiotherapy. Services take place in our six centres, schools, homes, or community settings. Most clients are funded by the NDIS, Medicare (including Chronic Disease Management plans, Mental Health Care plans, Item 135 neurodevelopmental disorder plans), self-funded, and children referred by organisations that provide funds for services. We also run therapy programs for groups of children and young people.

Mindcare Mental Health Services (MMHS) improves mental health and psychosocial outcomes through assessments, psychological therapy, and specialised behaviour supports delivered by a team of experienced psychologists and behaviour support 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 work in multi-disciplinary teams to provide cognitive, functional, and academic assessments for clients as part of an integrated service with minimal wait times.

The Allied Health Collaborative (TAHC) provides a multidisciplinary therapy and assessment service to adults with disabilities and health conditions, including mental health conditions, to strengthen abilities, improve relationships, and achieve personal goals. Assessment and therapy services include Occupational Therapy, Psychology, Behaviour Support, Speech Language Pathology, and Physiotherapy. We see people at our centres, homes, tele-health, and in community settings.



**Tash Van Veen**  
Manager  
Your Choice Plan Management

Your Choice Plan Management (YCPM) assists NDIS participants through managing and monitoring budgets, disbursing funds to providers for services delivered, and providing regular funding updates including mandatory monthly statements. Our Plan Managers assist participants to build their financial capacity and knowledge. YCPM stands out in the current market by offering a friendly, personalised service and same day invoice processing. This means NDIS participants have their own dedicated plan manager and know their providers are going to be paid promptly. We have the knowledge and experience to assist participants get the most out of their plan and continue to respond quickly to changes implemented by the NDIA in the plan management sector.



**Joseph Oderinde**  
Manager  
LevelUp Independent Living

LevelUp Independent Living (LUIL) helps NDIS Participants to achieve independence and personal goals. Our team helps with daily activities and to access the community by providing supports, facilitating new skills, and expanding choices of independent living options. Most importantly, LUIL places participants and families at the centre of decision-making to suit their preferred lifestyles. To help participants achieve their goals, LUIL provides experienced guidance throughout the process to ensure individuals needs are respected. Our range of NDIS 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)



**Kim Helmore**  
Corporate and Commercial  
Services Manager

Corporate and Commercial Services provides a range of shared services across the company including human resource management, quality management and accreditation, Work Health and Safety, marketing, business system improvements, and relationship management of external contractors including marketing and information and communication technology and services.



**Sue Richardson**  
Chief Financial Officer

The CFO is responsible for corporate financial governance 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 to the required standard.



**Your Best Life Disability and Health Services Ltd**

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Trading As  
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Mindcare Mental Health Services  
The Allied Health CoLab  
Your Choice Plan Management  
LevelUp Independent Living



*Helping people live their best lives*