



# Strategic Plan

## 2024 - 2029





*We support people by  
simplifying and  
providing disability  
and health services  
so they can live  
their best lives.*





**Chairperson, Karin Franck**

## *Message from the Chair, Karin Franck*

I am pleased to present to our community, clients, stakeholders and staff, our Strategic Plan 2024-2029.

This year, strategic planning undertaken by the Board, CEO and Executive Leadership Team was largely informed by two exhaustive reviews and significant emerging policy developments in the disability sector. Importantly, on 28 September 2023, the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability provided 222 recommendations for sweeping change to transform Australia into “a more inclusive society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation”.

The Royal Commission’s work ran alongside the Federal Government’s Independent Review of the NDIS which was guided by the United Nation’s Convention on the Rights of Persons with Disabilities, Australia’s Disability Strategy 2021–2031, and the National Agreement on Closing the Gap. The Review’s report made 26 recommendations to make the NDIS more accessible and inclusive, and to create a unified ecosystem that is more responsive, cost effective and sustainable.

In taking account of these bodies of work, we have heard the voices of people with disabilities, their families, disability advocates, sector experts, and other service providers. We are committed to continually improving to adapt and thrive under the new directions.

The Federal Government has committed to co-design the new NDIS. While the changes and timeframes are unknown at present, we have developed a likely schedule of key changes over the five year reform timeframe. This provides us with a general foundation for planning, even though the environment will require continual adaptation. Since the introduction of the NDIS we have grown the company to efficiently fit its requirements; now we must reimagine our services to fit the new NDIS.

We are now in our 36th year as the region’s self-developed not for profit company, investing continually in new ways to offer safe, quality services to meet client expectations. Board governance and organisational leadership have become more challenging and require greater time investment. We recognise that Your Best Life Disability and Health Services is all about people – our people (staff) caring for people in the community (clients) to help them live their best lives. This is what we do well. However, we must continue changing with the times and are committed achieving our objectives by using resources wisely. We will continue to embrace opportunities to adopt Artificial Intelligence in our business and workforce management processes, and we will adapt to remain sustainable and focused on our purpose.

In addition to providing allied health, independent living, and plan management services to NDIS participants, the company provides health, mental health, and human services. We are also starting community aged care services based on our successful business model for independent living services.

I’d like to assure our communities, stakeholders and staff that we are up for the challenges and that we are continuing to embrace opportunities to help you lead your best lives.

Your sincerely

*Karin Franck*

Karin Franck







**CEO, Debbie Blumel**

# Strategic Plan 2024-2029

## *Our Vision*

Our vision is that local people are well supported by high-quality personalised services provided by the region's dedicated not for profit company.

## *Our Purpose*

Our purpose is to provide integrated community health, disability, and personal care supports to people from birth to the senior years.

## *Our Values*

- We are compassionate and engage with clients about their choices.
- Our employees act with integrity and are trustworthy.
- We are accountable for our quality, safety, and professional competence.
- We respect human rights and stand against violence, neglect, abuse, and exploitation.
- We monitor our performance and are committed to continual improvement.
- We are innovative and use resources wisely and sustainably.

## *Strategic Objectives*

- 1. Personalised health and well-being services for local people**  
Help local people across all life stages to live their best lives by providing high-quality personalised health, mental health, disability, NDIS plan management, and other human services and supports.
- 2. Community aged care services**  
Launch a uniquely attentive community aged care service that provides person-centred allied health, nursing, and personal care services as well as client, equipment and home assessments.
- 3. Listening to lived experiences**  
Co-design services with clients and check-in regularly to ensure changing individual preferences or circumstances are accommodated.
- 4. Stakeholder engagement**  
Engage and collaborate with industry leaders and community stakeholders to facilitate integrated services for benefit of local people.
- 5. Employer of choice**  
Look after our employees as we prepare for the future, and foster an inclusive culture where people feel they belong, want to stay, and can enjoy diverse and stimulating career opportunities.
- 6. One brand, many tailored services**  
Reposition our diverse range of services into a whole-of-life one-stop-shop that local communities relate to and embrace.
- 7. Innovative technology**  
Invest in the transformative power of Artificial Intelligence and software to provide a better consumer experience and improve the efficiency, accuracy, and timeliness of organisational systems.



# Our programmes



Therapeutic services designed to support the development and well-being of children and teenagers. Services include psychology, positive behaviour support, speech therapy, occupational therapy, physiotherapy and assessments.

Caters for children with diverse needs, ensuring personalised and comprehensive care. Focuses on enhancing the quality of life for children through tailored interventions and supports.



Mental health supports, including psychology, specialised behaviour support, and assessments.

Our experienced team of psychologists and behaviour support practitioners work collaboratively in a non-judgemental environment to empower clients with evidence-based tools and skills.



Specialised therapeutic services for adults, including psychology, positive behaviour support, speech therapy, occupational therapy, physiotherapy and assessments.

Our multidisciplinary team is dedicated to delivering personalised supports to enhance clients' well-being and quality of life.



Employee Assistance Programme (EAP) through a team of experienced psychologists and counsellors.

We support both employers and employees with services including counselling, psychology, and wellness programs.



Tailored disability support services, including Supported Independent Living (SIL), Individualised Living Options (ILO), Short-Term Accommodation (STA) and Community Participation (CP).

We also provide High-Intensity Support (HIS), and work with clients to access SDA housing.



Expert NDIS plan management services, ensuring same-day invoice processing and personalised support.

We manage NDIS finances efficiently, allowing clients to focus on their goals.

Our user-friendly app helps participants and families track their NDIS funding. It is designed to give complete visibility of their NDIS funding.



## Your Best Life Disability and Health Services Ltd

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Trading as



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 pays respects to LGBTIQ leaders, elders and trailblazers who have worked to support the improved health and wellbeing of their communities. We celebrate the extraordinary diversity of people's bodies, genders, sexualities, and relationships that they represent.