

2017-2020 Strategic Plan

Our Vision:

To encourage participation, enhance independence, and maximise the potential of adult South Australians living with disabilities.

Our Mission:

To enable choice, control and participation by working together with you, your family and care givers so you achieve a full and meaningful life.

We Value:

- Every person treated with dignity and respect.
- Inclusivity and respect for personal preferences.
- Recognition and ownership of mistakes and celebration of achievements.
- Innovation and continuous improvement in the design and delivery of quality services.
- Individual choice and control to guide support arrangements.
- Achievement of life skills while having fun.

Key Result Areas:

1. Person Centred Services:

- ✓ Effectively identify the goals and aspirations of our participants.
- ✓ Participants are equal partners in planning and monitoring services that meet their needs.
- ✓ Evidence based service models to meet participant goals.
- ✓ Explore new service opportunities for current participant cohort and new participant groups.
- ✓ Improved stakeholder management framework and strategy.
- ✓ Comprehensive communication and consultation processes with current and new participants, their families and care givers.

2. Engaged and productive workforce:

- ✓ Customer service culture across the organisation.
- ✓ Training and professional development programs to continuously improve the core service competencies of staff.
- ✓ Recruitment policies and procedures to attract and retain quality staff reflective of scosa's service values.
- ✓ Flexibility and mobility of staff to ensure the delivery of participant centred services.
- ✓ Succession planning strategy for key positions throughout scosa.

3. High performing organisation (community services provider of choice in SA):

- ✓ Readiness for effective transition to the NDIS.
- ✓ Organisation wide IT Strategy relevant to current and future scosa services and strategic direction.
- ✓ Establish the pre-conditions enabling scosa to become an innovative organisation.
- ✓ Services meet appropriate quality and service accreditation standards.
- ✓ Implementation of service model(s) aimed at long term growth and sustainability.
- ✓ An organisation that other organisations seek to collaborate with to deliver effective person centred services.

4. Growth:

- ✓ Increase the number of participants benefiting from scosa services.
- ✓ Increase the number of service delivery sessions to participants.
- ✓ Grow sponsor and supporter networks to support scosa activities and initiatives.
- ✓ Increase public and corporate support of scosa.



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