



# Strategic Plan

2019-2021



## Our Goals



## Our Strategic Directions

<p><b>Delivering quality services</b></p> <hr/> <p>We will provide valued, integrated and responsive services</p> <hr/> <p>We will provide contemporary services that are relevant and provide our customers with choice</p>	<p><b>Valuing our customers</b></p> <hr/> <p>We will have strong and honest relationships with our customers</p> <hr/> <p>We will understand our customers' needs and aspirations</p> <hr/> <p>We will deliver an exceptional and consistent customer experience</p>	<p><b>Focusing on our people</b></p> <hr/> <p>We will build a positive culture</p> <hr/> <p>We will develop the capability of our people</p> <hr/> <p>We will develop strong leadership</p> <hr/> <p>We will value, retain and attract the capable and skilled people we require</p>	<p><b>Building our communities</b></p> <hr/> <p>We will influence community attitudes to drive positive change for people with disability, through our attitudes and behaviours</p> <hr/> <p>We will support community inclusion and access for people of all abilities</p>
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## Our Purpose

Empower people to realise their abilities

## Our Vision

People of all abilities thrive in their community throughout their lives

## Our Values

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|-------------|-------------|
| Empowerment | Passion     |
| Innovation  | Accountable |
| Excellence  | Respect     |
| Commitment  | Integrity   |

**Strengthening our organisation**

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We will develop and implement strategies and practices to grow a financially robust and sustainable organisation

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We will develop contemporary systems and processes that meet our needs

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We will use evidence and insight to develop our organisation

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We will strengthen our governance and risk management

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We will value our stakeholders and actively engage with them

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We will increase the awareness of Ability Centre and its value to Western Australians

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We will focus on having the right infrastructure to meet the organisation's needs