

OUR MISSION

is to provide supports and opportunities that **enrich, empower** and **enable** people with disabilities to be more independent and achieve their full potential

OUR VISION

is to see our clients better served by **innovative** and **person-focused opportunities** and **services** that support them to live independently and participate more richly in community



OUR CORE VALUES

COLLABORATION

Together, we achieve more

INNOVATION

We look forward for better ways

INCLUSION

Everyone's contribution matters

FLEXIBILITY

We're adaptable and resilient

OPPORTUNITY

We unlock possibility



2022-2027



OVER THE NEXT 5 YEARS, OUR PRIORITIES ARE:

People

- listen to people with disability and develop quality services to meet the needs of a wider range of clients
- meet the needs of more people with disabilities, aiming to double our number of clients every 18 months
- build a high calibre, values-based team
- pursue opportunity and innovation, and learn from our mistakes to become stronger
- be a voice to Government on behalf of people with disability

Processes

- systematically monitor and improve our performance, consistently engage with our clients, members, staff, and other stakeholders to ensure the quality, relevance, and effectiveness of LAAS in meeting their needs and achieving our mission
- enhance our technology platforms to deliver better customer-first experiences
- leverage data more powerfully to inform our decision making processes
- improve our communications individually and as an organisation

Services

- continue to deliver exemplary Supported Independent Living services while offering a wider range of core and capacity building supports to enrich the lives of clients, with more individual supports, group programs
- acquire fit-for-purpose facilities that enable the provision of more services that enrich the lives of clients living in the regions we serve
- explore new opportunities to support our clients' integration within our community, build strong connections, and foster participation
- champion collaboration in the disability sector and with our community to better serve people with disabilities

Financial

- invest wisely in our staff, technology, and strategic priorities
- pursue economies of scale to ensure our financial viability and provision of quality services to clients over the long term
- ensure we have sound financial systems, management reporting, and governance so that we are fully informed of our performance and any risks
- set bold but achievable goals and act decisively to achieve results
- expand other services to ensure less reliance on SIL (SIL should account for no more than 70% of our revenue by June 2025)