



 Identitywa

STRATEGY

2020 - 2025

Who We Are



Our Vision

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing.



Our Mission

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life.

We support individuals to achieve their goals, whatever they may be. We offer families the support they need.



Our Values

Above all else, we make a commitment to act. We will look for the opportunities rather than seeing the barriers.

Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end.

Our Horizons

Horizon 1: *Optimise*

- Embed an individual goals oriented approach
- Invest in people, systems & processes
- Align organisational structure

Horizon 2: *Grow*

- Establish SDA & ILO services offering
- Technology driven service innovation
- Strategic partnerships

Horizon 3: *Innovate*

- Smart housing
- Implement Adaptive & Assistive technology



Our Focus Areas



Specialised Disability Accommodation (SDA)

- Renew housing stock - refurbish five houses/yr and add additional 10 new houses by 2023
- Increase location & variety of SDA offering - build three new houses in new locations and introduce two “new” housing types in the next three years



Individual Living Option (ILO)

- Establish ILO as a core service offering
- Grow ILO offering to service 60 participants by 2023



Individual Supports

- Improved quality of service delivery through an individual goals oriented approach
- 15% growth in SIL and 1:1 participants by 2023

Our Enablers



Integrated Allied Health

A fully integrated Allied Health services function will align service delivery against individualised goals.



Industry Collaboration

Further developing strategic partnerships that enhance and complement our core services will expand our reach and improve the quality of participant support.



Worker Engagement

Empowerment and retention of our workers will enhance the participant experience through continuity of support.



Organisation Structure

Our organisational structure will drive operational efficiency and enhance the quality of support that is fundamental to delivering on our strategic objectives.





**A Catholic outreach supporting people
with disability and their families.**

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