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Empowering people with intellectual disability to exercise their rights and meet their social responsibility
 Providing services within a culture of continuous improvement and learning
 Maximizing independence, ensuring informed choice and improving quality of life for all clients while fully meeting the obligations of duty of care
 Maintaining ethical standards to ensure social responsibility
 Promoting the interests of people with intellectual disability by working together with clients, their families, carers, advocates, government and other organisations and the community

OUR PRINCIPLES

INCLUSION	RESPECT	CHOICE

HELPING PEOPLE HELP THEMSELVES



2005 – 2010

Strategic Directions

Our principle value is **RESPECT**: for the people we work with, for the people we work for and their rights and responsibilities.

VISION

Our Vision is to maximise choice and inclusion for people with intellectual disability to achieve their aspirations.

We will achieve our Vision by

KEY RESULT AREA

1 Positive lifestyle choices and addressing unmet needs for people with intellectual disability



2 Attracting, developing and retaining employees in an environment that maximises their contribution in achieving organisational goals



3 Organisational viability through responsible resource management



4 Ensuring a positive and responsible corporate profile



MISSION

We create the environment for people with intellectual disability to lead valued and fulfilled lives.

We achieve this in our daily work by

STRATEGY

- I.1 Maximising client services delivery while meeting duty of care responsibilities
- I.2 Promoting social inclusion and status in the community through client independence and service choice
- I.3 Maximising supported employment opportunities through viable business outlets
- I.4 Ensuring best practice against Disability and Aged Care service standards



- 2.1 Providing a safe, productive and supportive environment for clients, employees and volunteers
- 2.2 Employing and retaining the optimum number of competent employees and providing opportunities for career advancement
- 2.3 Ensuring people improve their skills and receive development that compliments their needs and meets organisational requirements
- 2.4 Providing an integrated approach to the effective management of quality and risk



- 3.1 Effectively managing financial resources
- 3.2 Providing efficient and effective information, support, people and systems
- 3.3 Maximising strategic opportunities through the systematic consideration of land usage



- 4.1 Developing, promoting and maintaining a positive public reputation and image as well as enhancing relationships with key stakeholders and appropriate business partnerships
- 4.2 Ensuring an effective and efficient planning system



PERFORMANCE

Accountability is crucial to the achievement of our Vision and Mission.

Our performance will be measured by

KEY PERFORMANCE AREAS

- I.1.1 Performance against client numbers and outcome targets
- I.1.2 Response to agreed client needs
- I.1.3 Achievement of commercial and targeted support outcomes
- I.1.4 Achieving and maintaining certification against Aged Care Standards, Disability Employment Service Quality Assurance (DESQA) and Service Excellence Framework (SEF)
- I.4.2 Responding to compliments, complaints, suggestions and bench mark against external requirements

- 2.1.1 Occupational Health and Safety reports and targets
- 2.2.1 Performance against staff numbers and outcome targets
- 2.3.1 Target skill levels and percentage in place
- 2.4.1 Achievement and improvement of targeted outcomes

- 3.1.1 Organisational financial measures and results
- 3.2.1 Measurement of use and access of service
- 3.3.1 Measurement of outcomes achieved through conversion of open space land to alternative asset

- 4.1.1 Measurement of satisfaction of public and stakeholders
- 4.1.2 Measurement of progress of communication plan goals.
- 4.2.1 Achievement and improvement, of targeted outcomes



**Strategic
Directions**

2005 - 2010