



Strategic Directions

2005 – 2010

INCLUSION



RESPECT



CHOICE



Consumer Friendly Version

How to use this resource

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

- **The aim of this resource is to help clients, residents and employees to understand the Strategic Directions of Minda.**
- **This resource can be used as a guide to discuss issues at Consumer Group meetings or on an individual basis.**
- **Support may be required to read the information and explain the graphics on each page.**
- **Use the examples provided to generate discussion and show how the Strategic Directions will help each person.**
- **It is recommended that this resource be used more than once to assist with remembering the information.**

You are important to everyone who works for Minda and we have agreed to make your life better.

In this plan we have made promises to you. These promises are:

- We promise to treat you with respect.
- We promise to help you make choices and do things for yourself.
- We promise to help you to understand your rights.
- We promise to help you get what you need.
- We promise to work hard to make our services better each day.

1 VISION – The first part of the **PLAN** is to decide the most important things for Minda to do. **Four important jobs have been agreed to.**

2 MISSION – The second part of the plan is to make sure everyone knows how to **DO** the job, the right way.

3 PERFORMANCE – The third part of the plan is to **CHECK** that we are doing the job well and to see how we could do it better the next time.

4 Then all the big bosses in each service will make sure that their **Work Plans** achieve the four most important jobs.

Important Job: Number 1

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

We will **DO** this job by:

Making sure that **all Minda services are good, safe and help you** to make choices for yourself.



Helping you to learn new skills and **share activities with people in the community.**



Helping Minda business workplaces make money so that **supported employees have a place to work.**



Making sure that **everyone works by Government Rules** to help you now and when you get old.



Important Job: Number 2

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

We will **DO** this job by:

Checking that services are **safe and work** the way they should **for everyone.**



Getting as many good people as we can afford to work at Minda, so that you get the services you need.



Helping **everyone to get the help they need** and to learn how to do things better.



Checking that **each service does a good job** and makes plans so that **bad things don't happen to you** or your belongings.



Important Job: Number 3

Organisational viability through responsible resource and asset management.

We will **DO** this job by:

Making sure that Minda's money is looked after and used **to make services better** for you.



Making sure that the **land** and **things that Minda owns** are looked after properly.



Managing information about you so that **your personal information is safe** and used to help you get what you need.



Communicating important information and providing people with the help they need to do a good job.



Important Job: Number 4

Ensure a positive and responsible corporate profile.

We will **DO** this job by:

Telling people about the **good things that Minda does** so that you can continue to get the services you need.



Making sure that people in the **Government** and in the community are **happy** with what **Minda does**.



Asking if you, family members and employees are **happy** with the services you get at Minda.



Making sure that **Minda has plans that help everyone work together** to make services better.



Minda's Job

Minda will then **CHECK** that everyone does a good job for you.

We will **DO** this job by:

Listening to your Compliments, Complaints and Suggestions so that you get what you need.



Writing safety reports if there is an accident and **making sure people don't get hurt at Minda.**



Writing plans so that everyone knows **how to look after the money** and things that Minda owns.



Asking questions and checking to make sure that everyone is **communicating the right information with each other.**



**Helping
People
Help
Themselves**

For Further Information

This booklet has been put together by people who work for Minda. You can get one where you live or work.

You can also get a booklet from the Public Relations and Fundraising Manager.

Please tell us what you think about our plans to make Minda services better for you. You can use the **Compliments, Complaints and Suggestions** process at Minda. Just ask for help if you need to.



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