



strategic plan 2010 - 2014

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Introduction

This plan has been developed through a consultative process with the key stakeholders in Melba. This process was commenced with a 1 and a ½ day workshop which reviewed our progress, scanned the environment, and identified and prioritised key strategic directions and goals.

At this workshop, the key directions that Melba has been committed to over the last 10 years – supports that are focused on the individual person and each person’s participation in and contribution to the community, having access to the same opportunities, choices and experiences as everyone else – were confirmed. The challenge to the organisation is to muster its resources and focus its energies on progressing this mission.

This strategic plan is structured in a way where there are 5 Key Goal Areas identified. Each Goal Area has a number of strategies that will be used to achieve the goal plus identification of key steps to implement the strategy. Flowing from this plan will be more detailed action plans that will assist us to implement the required steps.

The plan is also being expressed in “easy English” and has been discussed with Melba’s consultative groups, such as the Melba Advisory Group.

Melba is wholeheartedly committed to the vision of a community where all people are able to participate and contribute, and we look forward to working with our various partners over the coming years to achieve this.



Steven Groves
President of the Board
Board of Management



Kristy Burrows
Vice President
Board of Management

Our Vision

A society that values the individuality and rights of all people.

Our Mission

Individuals with a disability leading everyday lives.

WE ACHIEVE THIS THROUGH OUR COMMITMENT TO:

- Respecting and safeguarding the human rights of all people including their right to be safe, well and free from abuse and neglect;
- Valuing and respecting the individuals who access our services;
- Individuals developing the skills and/or networks to advocate for themselves;
- Individuals developing and/or maintaining family relationships, friendships and intimate relationships;
- Individuals identifying and pursuing a broad range of social, educational, vocational and recreational opportunities that bring meaning and value to their lives;
- Individuals being recognized and accepted as valued and contributing members of their community;
- Listening to and focusing on each individual and the choices they make;
- Leading and managing staff (in ways that respect and enhance the skills and experience they have to offer) in assisting individuals to achieve the outcomes they desire in life;
- Improving the quality of our services in line with ongoing feedback from the individuals who use our services and externally recognized benchmarks;
- Working in partnership with local communities; and
- The effective use of resources to maximise outcomes for the individuals who use our services.

Key Goal Areas and Actions

1. Provision of Quality Person Centred Supports & Services within the community

Melba will work with individuals and families in a way that facilitates the development of valued roles, community connectedness, self direction and lives which are “typical” of other citizens.

Melba will:

- Continue to implement person centred planning processes and practices that are holistic, typical, responsive, and accountable to the people we support;
- Develop support mechanisms for those people using its services that decrease reliance on paid supports and increase freely given relationships;
- Actively support families and people with disabilities in ways that enhance self direction and peer support;
- Undertake the relocation of its Ormeau Rd site services so that support is provided to people in ways that are readily accessible to and within the community;
- Explore the development of non congregated/segregated options for people living in its community houses and day services to enable people to live their lives in the community; and
- Continue to expand its Individualised Support Arrangements.

2. To increase Melba’s influence through positive engagement

To promote Melba’s vision and mission through collaborative partnerships, active engagement in consultation processes and constructive criticism and advocacy for the rights of people with disabilities.

Melba will:

- Actively participate in industry representative bodies, contribute to consultations and participate in relevant forums;
- Take opportunities to partner with appropriate organisations with the aim of building community capacity;
- Increase community awareness about Melba’s philosophy and services; and
- Continue to support and look for opportunities to expand its relationship with families and people with disabilities through Hosted Arrangements.

3. To build financial independence

Melba will achieve a strong financial base that safeguards Melba’s financial sustainability and allows independence in decision making.

Melba will:

- Generate sufficient resources for existing and future needs, based on a diversified funding base; and
- Achieve a coordinated long-term approach to asset management and infrastructure provision.

4. To support and develop Melba’s people and culture

Melba will be seen as an employer of choice with a workforce that is appropriately skilled to meet changing support requirements.

Melba will:

- Develop the skills of staff to match the changing requirements of service provision;
- Continue to support and develop a person centred culture;
- Maintain safe and healthy work practices and environments for staff; and
- Attract and retain the best possible staff.



5. To have effective systems to address stakeholder requirements

Melba will develop systems that enable it to provide support reliably, safely, effectively, efficiently and accountably.

Melba will:

- Maintain its quality accreditation;
- Support continuous improvement activities;
- Strengthen the governance arrangements of the organisation;
- Develop and maintain effective and efficient use of information and communication technology;
- Maintain and improve risk management activities; and
- Develop and maintain responsive business systems for key stakeholder requirements.

Monitoring, Measuring and Reporting Our Progress

Melba is committed to measuring, monitoring and reporting its progress in achieving its goals.

It will do this in a range of ways and forums.

For each of the goals in the Strategic Plan, Key Steps, Responsibilities, Timeframes and Measurable Outcomes have been identified.

Performance against budget, operational and business plans will be monitored regularly through management supervision, departmental and executive meetings, and oversight by the Board of Management.

If you would like to find out more about Melba Support Services, please:

- Visit our Website at www.melbasupport.com.au
- Email us at melba@melbasupport.com.au
- Phone us on **03 9760 8200**

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