



Strategic Plan

2022 - 2026





Who we are

Established in South Australia in 1984 as Community Living for the Disabled Incorporated, disAbility Living began by providing long-term accommodation and support for young adults who had reached a stage where their traditional housing options had narrowed.

Since its beginnings, DLi has grown significantly, now providing a range of disability services for people across metropolitan Adelaide, South Australia. These services include:



Accommodation

Supported Independent Living & Specialist Disability Accommodation.

Short and Medium-Term Accommodation.



Lifestyle & Community Participation

Tailored getaways across Adelaide and community-based social inclusion programs to encourage the development of daily life skills and greater independence.



Behaviour Support

Tailored learning and positive behavioural strategies through our industry-leading team of Developmental Educators.



In-home support

In-Home Support for people living independently or in their family home with a range of daily tasks.

Our fundamental belief forms the base for all of our services that every person - regardless of age, gender, financial circumstances, ethnicity, sexuality, religion or ability - has the right to access high quality services that will support them to live their life their way.

As we strive to become a disability provider of choice in South Australia, our four-year strategy aims to deliver on our vision to support our clients to explore their abilities, try new things, take part in the community, develop their skills, achieve their goals, and to live life as they choose.

As we look to the future, we are excited to build on the solid foundations and core strengths built over the last three decades and grow our exceptional services.

Over the life of this Strategic Plan, DLi will invest in our organisational culture, increasing the capacity and capability of our dedicated workforce, embed our core systems so that we are efficient, refresh our properties, expand our services and become known for our innovative and creative solutions to support our clients to live their lives, their way.



Our Mission

To support people with disability to live their lives, their way.

Our Values

Impactful

We have a positive impact, supporting people to thrive and succeed

Connected

We take the time to build strong connections so that people feel supported, valued and safe

Joyful

We create a positive environment, taking great delight in supporting others to flourish

Supportive

We are kind, understanding and encouraging of people's goals and aspirations

Genuine

We are sincere, honest, respectful and fair

Our Strategic Pillars:

Exceptional Client Experience

By 2026, we provide an unparalleled client service experience that exceeds expectations - our culture is our **X Factor**.

We pride ourselves in our creativeness and ability to figure out a way to “achieve that for you”.

Our staff are easy to deal with, reliable, responsive and encouraging.

DLi will empower and listen to our clients as we search for solutions.

We understand and appreciate each client and their individual circumstances, their goals and their aspirations.

We will get there by focusing on our **culture** including:

Listening and responding to our clients about what they want to achieve, and what does and doesn't work for them

Recruiting and supporting staff who embrace creativity as we search for solutions for our clients

We always ask “how can we achieve that for you?”



Service growth informed by and tailored for clients

By 2026, we are specialists in our niche services and have developed a detailed understanding of our service segments and every individual client.

Our services are based on the best possible client input, research, data and evidence to support informed decision making.

We have a detailed understanding of the demands of our service segments and co-design and deliver services to meet client demand.

We constantly embrace an innovative approach to service design and delivery with our clients.

We consistently deliver reliable, high quality and safe services.

We will get there by focusing on our clients and our marketing including:

Using data driven marketing, program and services development

Utilising evidence based knowledge to improve internal practices

Accessing centres of influence around clients

Targeted campaigns to enhance our brand and reputation

Developing programs and services that are based on known client needs/ demand

Geographically targeting under-served sectors







**Exceptional
Client
Experience**

A skilled and committed workforce

By 2026, we are known for our committed and responsive staff who all embrace our ethos of "how can we achieve that for you?".

We have a loyal, skilled and highly client focussed workforce.

We enjoy what we do and love seeing people succeed.

We provide meaningful and rewarding work and career opportunities with targeted development programs for aspiring leaders.

Our staff are supported by systems, culture, leadership, diversity and a high client-fit.

Our leaders embrace and encourage:

- Innovation and creativity
- Empowerment for clients and staff
- The voice of staff and clients.

We will get there by focusing on ensuring we have the best workforce including:



Driving a work environment for staff who are empowered supportive, professional and client-centred

Supporting staff with rewarding and meaningful work in a safe environment

Recruiting and rewarding positive and client-focussed attitude and aptitude

Providing ongoing skill development, training and professional development opportunities for all staff

Embracing technology and innovation

By 2026, we deploy technology and digital tools that are accessible and enrich our clients' lives and service experience.

We are a tech-savvy enterprise and we leverage digital functionality.

We use quality data (productive and predictive) that supports:

- informed decisions
- evidenced based engagement and
- how we shape our workforce.

We will get there by seeking out technology and:

Building the digital literacy and skills of our staff to embrace technology and technological innovations

Exploring and deploying assistive technology with our clients



Contemporary and Fit-For-Purpose Facilities

By 2026, our properties are appealing through contemporary design and amenity.

Our accommodation assets are fit-for-purpose and attractive to clients.

Our properties are refurbished and renovated to reach smart building standards and include new technology, enhanced security and protection, and energy efficiency.

Our facilities are appealing places that provide a sense of pride for people to live, work, experience, create and achieve.

We will get there by investing in our assets and:



Utilising facilities that are contemporary, flexible, secure, smart and energy efficient

Developing locations that strategically match demand for client services

Embracing design principles that focus on client amenity

Partnering for Purpose

By 2026, we are connected to a strong network of innovative partners and collaborators who inform our services and connect our clients with the world.

We have built a network of collaborative relationships that are helping us diversify our range of services, build our knowledge and leverage centres of influence around clients.

We have developed partnerships with organisations and individuals who share common interests and responsibilities.

We have created co-designed solutions that reduce resources, time and costs and maximise the benefits for clients and staff.



We will get there by connecting with innovative partners and:

Building a network of collaborative relationships with researchers, training institutes, other service providers, client and industry groups

Cooperating and collaborating with other organisations to provide an enhanced client experience



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