



DLi 2022 - 2026

DLi's vision for the next four years is to become an organisation that takes every opportunity to support our clients to explore their abilities, try new things, take part in the community, develop their skills, achieve their goals and live life as they choose. We are excited to build on the strong foundations and core strengths built over the last three decades and grow our exceptional services.

Our Mission

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

Our Values

Our values are the foundation of our work and everything we do at DLi. We are:

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

We provide an unparalleled client service experience that exceeds expectations. We pride ourselves on our creativeness and ability to find solutions. We listen to and empower our clients and our staff embrace creativity, are easy to deal with, responsive and encouraging. Our culture is our *X Factor*.

Service Growth Informed by and Tailored for Clients

Our services are based on the best possible client input, research, data, and evidence to support informed decision-making. We co-design and deliver services to meet client demand. We constantly embrace an innovative approach to service design and delivery.

A Skilled and Committed Workforce

We are known for our committed and responsive staff who embrace the ethos of "How can we achieve that for you?" We enjoy what we do and we love seeing people succeed. Our staff are supported by systems, culture, leadership, diversity and mutually benefit from being matched with clients.

Embracing Technology and Innovation

We deploy technology and digital tools that are accessible and enrich our clients' lives and service experience. We use quality data that supports informed decision making, evidenced based engagement and how we shape our workforce.

Contemporary and Fit-For-Purpose Facilities

Offering contemporary design and amenities, our properties are appealing places to live, work, experience, create and achieve. Flexible, secure and energy efficient, our facilities are in locations that strategically match demand for client services.

Partnering for Purpose

DLi is connected to a strong network of innovative partners and collaborators who inform our services and connect our clients, helping us diversify our range of services, build our knowledge, and leverage centres of influence.

