



## Vision

**LEAD's vision is equity, inclusion and sustainability for all.**

We want people to:

- LIVE the life they choose
- EXPERIENCE success and be allowed to fail
- ACCESS all the community has to offer
- DEVELOP to become the greatest version of themselves

## Mission

**LEAD's mission is to provide and support opportunities that enable people to build an inclusive and diverse community.**

*Guiding Framework – Framework for Accomplishment*

- *Sharing Places.* Assisting people to share places in the community
- *Making Choices.* Giving information and assistance for people to make informed choices
- *Contributing.* Increasing opportunities for people to contribute to the community
- *Dignity.* Assisting people in a way that enhances their dignity
- *Relationships.* Assisting people to have ongoing relationships in the community

*Guiding Principles*

- *Our Clients.* LEAD will maximise opportunities for its clients and connect them with the local community by providing individualised services
- *Our Communities.* Community and business development will be fostered by LEAD including; employer engagement, inclusive practices, community education and awareness
- *Our People.* LEAD will continue to grow an inspired, diverse and productive workforce who can deliver on the organisation's vision and strategic objectives
- *Our Services.* LEAD will strive to grow its service offering and achieve a continually improving service culture within a financially viable organisation
- *Our Environment.* LEAD will endeavour to minimise the service's impact on the environment and promote the same message to other LEAD stakeholders

## Values



Be bold



Be resilient



Be honest



Be collaborative



Be respectful



Be professional



Be innovative

## Value proposition

### What LEAD offers its Clients

- *Empowerment.* LEAD empowers its clients to exercise choice about how to reach their goals
- *Vision setting.* LEAD works with its clients to help define their goals and aspirations
- *Tailored support.* LEAD designs and delivers relevant support for each individual
- *Commitment.* LEAD partners with its clients and their support networks over the long-term
- *Connection.* LEAD connects its clients with the services that it cannot offer

### What LEAD offers Employers

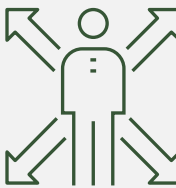
- *Valuable Employees.* LEAD connects employers to local, motivated and reliable people
- *Disability Expertise.* LEAD provides support and expertise to help organisations become more 'disability confident'

### What LEAD offers the Community

- *Engagement.* LEAD connects people with disabilities to their community
- *Inclusion.* LEAD encourages greater access and inclusion within the community

### What LEAD offers Government, the Department of Social Services and the National Disability Insurance Agency

- *Reliability.* LEAD is an experienced and trusted service provider in the disability sector





## Services

### Preserving LEAD's employment services and expanding its service offerings

- Keep providing LEAD's open employment, supported employment and training services
- Expand current services and establish new services by:
  - Delivering support services to clients on a "packaged" basis that best addresses individual needs by taking advantage of the recently emerged flexibility between employment funding programs;
  - Focusing on emerging opportunities for growth;
  - Increasing coverage beyond the ACT area without detriment to the ACT services;
  - Expanding our presence in the communities surrounding LEAD offices, including RTO services and innovation across all employment services; and
  - Maintaining a commitment to our service models and culture in all LEAD offices.
- Work with local governments, communities and schools to:
  - Influence development of service offerings;
  - Increase access to a larger range of services; and
  - Better respond to community needs as best able.
- Consider the advantages and disadvantages of establishing appropriate partnerships or merger arrangements with other provider organisations at some future time.



## People

### Continuing to grow an inspired, diverse and productive workforce

- Ensure staff have access to world class training and professional development opportunities;
- Encourage organisational knowledge sharing and develop practices to assist with this;
- Maintain LEAD's unique culture across all office sites;
- Focus on developing LEAD's internal and external communication practices;
- Recruitment practices are enhanced to ensure we find the right people that will fit into LEAD's culture;
- Build the diversity of job roles across the organisation including within our supported employment service so there is greater choice of roles and positions for staff



## Financial future

### Building a sustainable future

- Prepare and maintain detailed financial reports to manage the costs and revenues of each area particularly as we emerge from the pandemic.
- Monitoring of and reporting on services on a quarterly basis in order to:
  - Examine financial viability and efficacy of services currently being provided by LEAD;
  - Assess against the metrics approved by the Board; and
  - Determine whether to continue providing particular services.



## Markets

### Informing and influencing the market and Government

- Develop and refresh 'go-to-market' materials and business development processes in order to:
  - Establish our brand and increase awareness of LEAD; and
  - Communicate LEAD's services in a clear, consistent and transparent manner.
- Investigate ways to influence the NDIA to improve the flexibility of services and reduce the regulation of NDIS prices.
- Monitor and influence change in the DES program.



## Internal processes

### Supporting our people through robust policies and procedures

- Continually review policies and procedures across the organisation to ensure they support staff to meet LEAD's objectives.
- Investigate and establish new Information Technology (IT) systems and applications in order to support LEAD's work.



## Governance & Leadership

### Supporting LEAD's long-term performance and sustainability

- Maintain sound and consistent governance arrangements with all offices and business units to:
  - Ensure compliance with the requirements of all funding programs; and
  - Provide adequate oversight of LEAD's expansion and ongoing activities.
- The Audit and Finance Committee to oversee and make recommendations to the Board concerning all elements of the business.
- Monitor opportunities to re-establish "capacity building" community access services in the future, should there be increased flexibility in NDIS funding.

