

Able Australia Strategic Plan

2026-29



Better Days, Every Day

Our Purpose

To enable the people we support to live the life they choose.

Our Promise

Building on our heritage, together we create 'Better Days, Every Day'.

Who we support

People with disability and vulnerable communities.

Joint message from our Chair and CEO

Able Australia has a long and proud history of supporting people with disability to live the life they choose.

For more than 50 years, trust has been built through the way we show up every day for the people we support, our team and our community.

This Strategic Plan sets out our direction for the next three years. It reflects what matters most to us as an organisation: the experience of the people we support, the strength and wellbeing of our team, and our responsibility to remain sustainable in a changing NDIS environment.

The plan is grounded in listening, best practice, strong quality and safeguarding, alongside a culture of innovation that helps us learn, adapt and improve. Through this approach, we focus on delivering

high-quality services that matter, working in partnership with our community to understand where support is needed most and how to deliver it with greater impact.

The three priorities outlined in this plan are both practical and aspirational. They focus on creating Better Days, Every Day, Strengthening for Sustainability, and Innovating for the Future, to deliver better experiences across our organisation.

On behalf of the Board, we are confident this plan provides a clear and thoughtful pathway forward and positions Able Australia to continue delivering high-quality support, now and into the future.



Jenny Smith
CHAIR



Lynette McKeown
CEO





About Able

Able Australia is a leading registered NDIS provider and a diverse not-for-profit organisation supporting people with disability across Victoria, Tasmania, Queensland and the ACT.

Our work began more than 50 years ago with a focus on supporting the deafblind community. Over time, it has grown and adapted to support more people with disability. By integrating with like-minded organisations, including Mosaic Support Services, we now deliver a broad range of services as an innovative and trusted organisation. Our heritage continues to shape who we are today and how we support people.

Our purpose is to enable the people we support to reach their potential. By living our values of Trust, Respect and Excellence and Kindness every day, we strive to provide the best quality service with and for the people we support.

Our Values

Our values of trust, respect, excellence and kindness guide how we work. They shape how we support people, vulnerable communities and one another.



Trust
For over 50 years, our heritage has been built on the trust earned through providing high quality services to the people we support.



Respect
Respect sits at the heart of how we uphold the rights of everyone we support and work with.



Excellence
From the services we provide to the outcomes we support clients to achieve, we strive for excellence in everything we do.



Kindness
We are kind. We listen with heart and respond with compassion.





Our Foundations

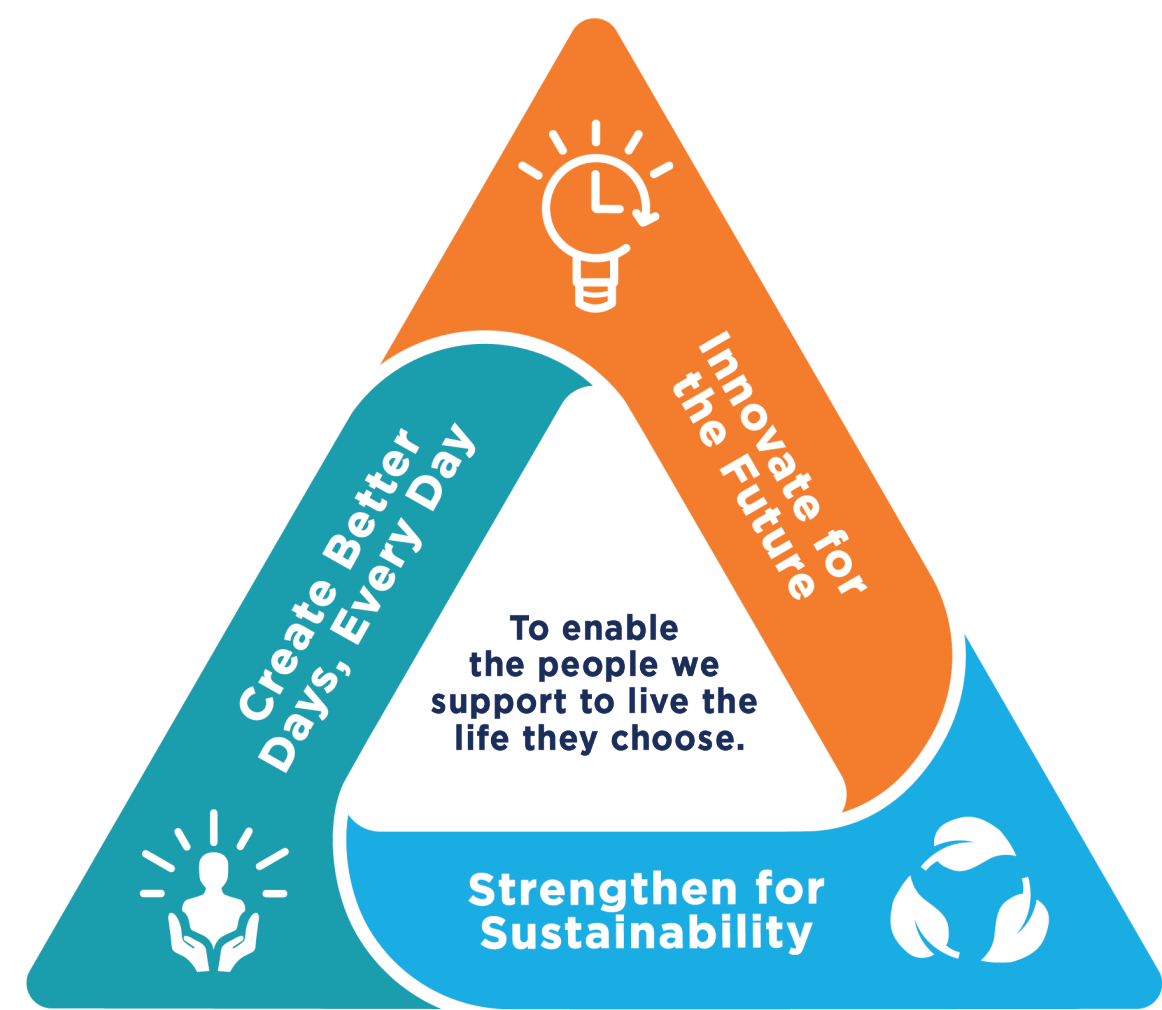
Our foundations are what underpins our reputation as a leading, trusted service provider, focusing on the people we support.

- Quality and Safeguarding**
We deliver the highest quality service, striving to lead the sector in achieving and surpassing quality standards, while seeking new ways of delivering services that matter.
- Partnerships and Engagement**
We work collaboratively with our community to understand where our efforts are needed most, and how to deliver these more effectively, with more impact, to more people.

At the heart of our success is our ongoing commitment to the experience of the people we support and our employees. This is grounded in quality and safeguarding, partnerships and engagement, and a culture of innovation that helps us learn, adapt and continue improving.

Our Strategic Plan

We are proud of Able Australia’s reputation as a trusted service provider. Over the next three years, we will strengthen how people experience our services by focusing on three key priorities to create Better Days, Every Day, now and into the future, with and for the people we support.





“I love living here. I like my housemates. I like all four of them. *I’m happy.*”

- Peter

Create Better Days, Every Day

‘Better Days, Every Day’, is reflected in how people experience our services and how we work. Every interaction matters.

We are committed to excellence, safety and quality in everything we do. Our services are co-designed with the people we support and delivered using best practice. We listen carefully to feedback so we can stay flexible, respond to change and keep improving our services.

The experience of the people we support is closely connected to the experience of our team. When employees feel supported to do their best work, it shows in the experiences they help create every day.



To create Better Days, Every Day, we

- ▶ **Listen to support better experiences**
We strengthen how we listen and communicate at every stage of a person's journey with us, so feedback leads to real understanding, improvement and better experiences.
- ▶ **Deliver person-centred, active support**
We work closely with people to deliver support that reflects their needs and preferences. We put informed choice, personalised goals and meaningful participation at the centre of support, delivered safely and guided by evidence-based best practice.
- ▶ **Create a supportive workplace**
We build a workplace where our team can grow and do their best work. We invest in people and keep frontline leadership at the heart of our work to enable excellent experiences for the people we support.

We know we are succeeding when

- ▶ People we support receive flexible, person-centred support that reflects their goals, needs and preferences.
- ▶ People we support achieve positive outcomes in their daily lives.
- ▶ Leaders are visible and connected, supporting and empowering teams every day.
- ▶ The Able community become ambassadors for Able Australia and recommend us to others.



“On her respite day, *Emily* gets excited. She loves going and has made friends with another girl. Her independence and speech are growing. Respite has helped her come out of her shell.”

- Mikki, Emily's mum

Strengthen for Sustainability

We focus on strengthening for sustainability so we can continue delivering high quality services to the people we support.

By working efficiently and alongside trusted partners, we build resilience and confidence to navigate an ever-changing NDIS environment.

This means we can support more people and deliver greater social impact, now and into the future.

To Strengthen for Sustainability, we focus on

- ▶ **Revenue optimisation**
We focus on client satisfaction, service growth and revenue diversification so we are able to reinvest into high quality services and support more people over time.
- ▶ **Delivering value**
We work efficiently, manage costs responsibly by spending within funding and working with partners who deliver value, so resources are focused where they make the biggest difference.
- ▶ **Workforce alignment to funding**
We align our structure and roles with funding models to support sustainable service delivery for the people we support.

We know we are succeeding when

Quality services are delivered within the funding models.

More people with disability are supported by Able Australia.

Funding streams are more diverse, both from within and outside the NDIS.

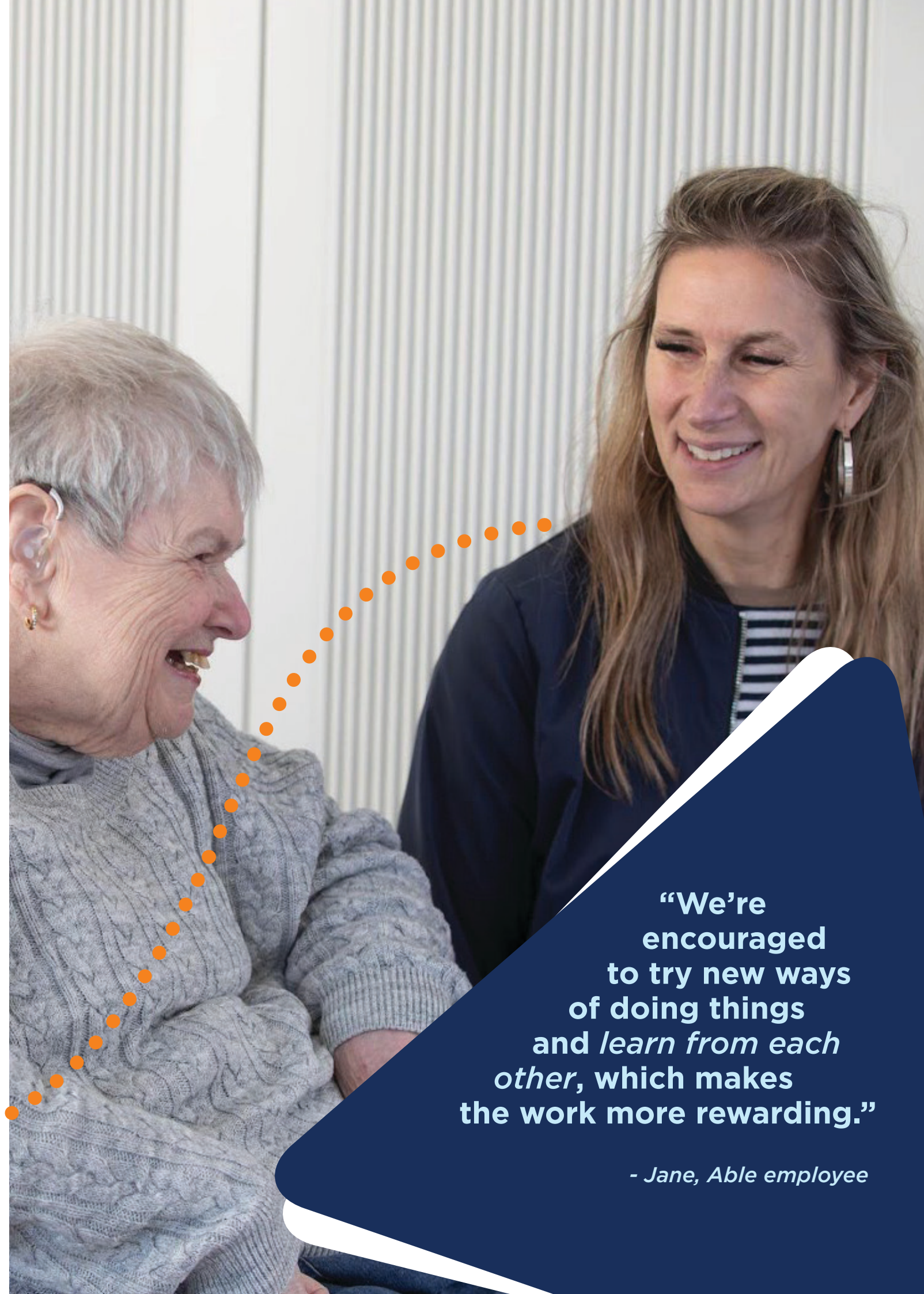


Innovate for the Future

By embracing emerging technologies and creative solutions, we build a culture of innovation that helps us adapt, improve and respond as needs and expectations change.

We listen and co-design services with the people we support and our team, so support models remain flexible, sustainable and aligned with future opportunities.

Working together, we take a forward-thinking approach to meet changing needs across the Able community.



“We’re encouraged to try new ways of doing things and *learn from each other*, which makes the work more rewarding.”

- Jane, Able employee

To Innovate for the Future, we focus on

- ▶ **Leading data and best practice**
We use data and best practice to make informed decisions, understand what's working, identify areas for improvement, and consistently deliver high-quality services for the people we support.
- ▶ **Creating space for innovation**
We encourage innovation by creating a safe environment to share, explore and test ideas, using learning and co-design to turn opportunities into action.
- ▶ **Optimising systems to support people well**
We support our team to use best practice and emerging technologies effectively and safely, to make work easier and improve experiences for the people we support.

We know we are succeeding when

Our team has seamless access to the tools, services and information they need.

Decisions are informed by data, evidence and best practice.

Innovative service models and improvements create real benefits for the people we support and our team.



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GENERAL ENQUIRIES

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Able Australia acknowledges the Traditional Owners and custodians of the land, sea and sky on which we live, work and provide our services. We pay our respects to Elders past and present. They hold the connection to this country through their people, culture, traditions and their dreamtime. We will continue our learning and support of the oldest continuous culture on earth and stand united in their voice that this land is and always will be Aboriginal land.

Able supports and celebrates all human diversity.

