



## STRATEGIC PLAN 2018-2019

### Brief History

A group of parents acted as advisors for the State Government in starting new and different disability services and to establish the Intellectually Disabled Persons' Services Act, 1986. Funds were provided by both the South Australian and Federal Governments to start Parent Advocacy (now known as Advocacy for Disability Access and Inclusion) and was incorporated in 1986.

Before that time, many parents accepted that “professionals” knew more about their children’s special needs. These parents soon realized that they were “the experts” in knowing what their child needed. Or at least, that they should have the opportunity to be involved in the decisions being made by others about their son or daughter's needs.

Over the past 20 years, the concept of family has broadened to include a range of family situations and recognise that siblings, grandparents other family members and significant other people care for and support people with a disability.

In 2006, Parent Advocacy changed its name to Family Advocacy Incorporated (FAI) and in 2015 it subsequently was renamed Advocacy for Disability Access and Inclusion to reflect the broader client base.

Advocacy for Disability Access and Inclusion has helped many individuals and families to be involved in decision-making, and to collaborate with services to ensure individuals with disability, their families and carers attain their rights and secure opportunities to participate in all aspects of life.

Advocacy for Disability Access and Inclusion remains a small advocacy agency with a central office in Adelaide on the main passenger transport route. Services are provided to regional and rural areas through planned visits and community education sessions and through the use of technology.

Today, Advocacy for Disability Access and Inclusion Inc. receives funding through the Department of Social Services (DSS) for two programmes, the National Disability Advocacy Programme and the NDIS Appeals Programme. The aim of each programme is to provide independent advocacy to a person living with disability and/ or the family/carers that supports individuals to access services and support they need in everyday life or to support NDIS eligible participants through the NDIS process.

### Our Purpose

Our purpose is to empower people living with disability, their families and carers through the provision of professional, issues based advocacy services.



## Our Aim

Our aim is to support individuals to build their capacity to represent themselves and fully participate in decision making that affects their lives.

## Our Model

ADAI is here to support someone to make decisions and navigate services. The ADAI model empowers people through...

**A – Advocacy** – our model is short term issues based support for individuals living with a disability, their families and/or carers. Advocacy occurs at a time when the individual feels most vulnerable or disadvantaged.

**D – Discussion**- to enable individuals to make informed decisions.

**V - Voice** - provides a safe environment to have your say and feel valued. **O-** on the side of the person, by building trust in partnership with client/advocate and other services for mutual resolution.

**C - Connection** and engagement with local community

**A - Access to services** and referred when required

**C - Capacity** – to build and develop individual strengths and skills to empower own self advocacy

**Y - Your rights** - knowing your responsibilities and to be able to exercise your rights leads to control of your own life.

## Our Values

We act with integrity, support independence, and:

- Are Respectful
- Are Resourceful
- Are Inclusive
- Are Accountable and
- Treat people with Dignity.



## **Our Strategic Objectives**

Further to these aims, the strategic objectives of the organisation include:

1. To enable individuals with disability, their families and carers to access and attain their rights and entitlements under the United Nations Convention on the Rights of People with Disability.
2. To continue to provide quality individual advocacy and support for people with disability to enable them to further develop skills and capacity to advocate for themselves.
3. To promote Advocacy for Disability Access and Inclusion Inc. as the preferred disability advocacy agency in South Australia for people with disability, their families and carers.
4. To work collaboratively with other disability and community services to maximize outcomes and benefits for people with disability, their families and carers.
5. To operate in accordance with accepted best practice principles in all aspects of our organisation.
6. To source additional revenue in order to broaden the organisation's participation in the disability arena
7. To contribute to and incorporate changes that occur as a result of the continuing rollout and development of NDIS.

## **Business Plan/Action Plan:**

1. To enable individuals with disability, their families and carers to access and attain their rights and entitlements under the United Nations Convention on the Rights of People with Disability.

### **Key Performance Indicators:**

- 1.1. Know and understand the principles, articles and applications of the United Nations Convention on the Rights of People with Disability
- 1.2 In accordance with the Board Governance and Recruitment Policies ensure, where possible, representation of people with disability, their families and carers.



- 1.3 Maintain current and relevant information resources for distribution.
- 1.4 Develop and access resources that enhance people's knowledge and understanding of their rights and entitlements.
2. To continue to provide quality individual advocacy and support for people with disability to enable them to further develop skills and capacity to advocate for themselves.

**Key Performance Indicators:**

- 2.1 Comply with service agreement requirements of the Department of Social Services for the National Disability Advocacy Program and the NDIS Appeals Programme.
  - 2.2 Comply with the National Standards for Disability Services.
  - 2.3 Utilising the individual advocacy model assist people with disability, their families and carers to exercise their rights.
  - 2.4 Provide timely and relevant information, advice and referral to enable informed and effective choice and decision making.
  - 2.5 Increase and enhance service accessibility by utilising contemporary electronic communication services.
3. To promote Advocacy for Disability Access and Inclusion Inc. as the respected disability advocacy agency in South Australia for people living with disability, their families and carers.

**Key Performance Indicators:**

- 3.1 Promote ADAI's profile through information sessions and community based presentations and events.
- 3.2 Develop website and social media content and functionality.
- 3.3 Develop and disseminate promotional material relevant to the work of ADAI or their clients and members.
- 3.4 Collect and respond to Service user feedback obtained through survey and client meetings.



4. To work collaboratively with other disability and community services to maximise outcomes and benefits for people with disability, their families, and carers.

**Key Performance Indicators:**

- 4.1 Actively participate in networking opportunities such as conferences/forums/consultations/seminars that are relevant to people living with disability, their families and/or carers.
- 4.2 Engage with disability and community services to facilitate open dialogue to highlight issues of concern and collaboratively address issues that act as barriers to accessing and attaining services.

5. To operate in accordance with accepted best practice principles in all aspects of our organisation.

**Key Performance Indicators:**

- 5.1 Regularly engage in external and internal Quality Assurance audits.
- 5.2 Consistently seek evaluation of services through feedback from clients, staff and other services.
- 5.3 Facilitate staff development and performance reviews and provide ongoing professional development opportunities.
- 5.4 Enable Board members to engage in self-evaluation of good governance and promote ongoing professional development.
- 5.5 Recruit suitably skilled and experienced Members of the Board.
- 5.6 Recruit suitably skilled and experienced staff.

6. To source additional funding in order to broaden Advocacy for Disability Access and Inclusion's participation in the disability arena.

**Key Performance Indicators:**

- 6.1 Research and seek additional funding sources.
- 6.2 Seek appropriate alliances or partners.



7. To actively incorporate changes into our Advocacy service delivery model that occur as a result of the continuing rollout and development of NDIS.

**Key Performance Indicators:**

- 7.1 Actively build knowledge and understanding of the NDIS and its roll out in South Australia, including the requirements, eligibility and impacts for people living with disability, their families, carers and supporters.
- 7.2 Explore opportunities to engage with and complement the NDIS and the NDIS Quality and Safeguards Commission.