



# NEW DIRECTIONS DISABILITY SERVICES

*strategic plan* 2026 - 2028

Version 1.0 (Dec 2025)



## OUR VISION:

To extend our reputation beyond its current high standing, to be a pillar of the Wagga Wagga community striving to be the employer of choice, and the provider of highest quality disability housing and support services.

## OUR VALUES:

CARE • COMMUNITY • PROFESSIONALISM  
TRANSPARENCY • COMMUNICATION • SKILLS

### 1 EXCELLENCE *Lead the way + keep learning\**

We will strive to be the best provider in Wagga Wagga in our service streams, measured by:

- How we care for participants
- How we involve participants in all decisions for themselves
- How we seek the guidance of participants in how we make decisions about our services
- How we skill our staff for excellence and have high expectations of accountability
- How we use operational 'systems' to make us even better
- How we communicate internally and externally.

### 2 SOUND FINANCIAL FOUNDATIONS *Build trust\**

We value longevity and continuity. Therefore we are committed to:

- Plateauing our present growth, following rapid growth
- Planning for risk minimisation – for participants, staff, finances
- Developing robust financial buffers/reserves for long term sustainability
- Carefully planning future growth and any related asset requirements.

### 3 LIVING IN COMMUNITY *Stay connected\**

We live and breathe as an integral part of the Wagga Wagga community. Our reputation and expertise is only as good as the quality of our work:

- We richly value how we present as a care provider organisation in the community
- We place high importance on profile and reputation
- We take our place at the network table as one of several leaders in the disability sector in Wagga.

### 4 COMPLIANCE *Bring insight\**

We regard sector compliance, internal auditing, external auditing, staff accountability and agency reflection on best practice as essential ingredients in our daily work cycle, through:

- An ongoing commitment to independent auditing
- An ongoing commitment to internal auditing and staff accountability processes
- Actively responding to continuously improve our quality
- Having a deep commitment to the highest quality delivery of service in a complex community environment.

### 5 BEING 'PLAN DRIVEN'

This plan is our Strategic Guide for 2026 to 2028. In the 2nd half of 2028 we will formally meet to develop a new Strategic Plan. Parallel with this plan are our annual business plans outlining specific business goals each year:

- In the period 2026 – 2028 we are aiming for
- Decisions for 'the long game'
  - Succession planning in our leadership team
  - Matching staff roles to the strategic needs of the work we do
  - Strategically planning and delivering a Day Program service to add value to the balance of our work with Participants.

\* From the NDIS Commission 2025-2027 Roadmap

# OUR WORK SUPPORTING NDIS PARTICIPANTS

## PRESENT

## FUTURE

2026

2028

- ACCOMMODATION & HOUSING
- COMPLEX MEDICAL SUPPORT
- SUPPORT CO-ORDINATION
- DAY PROGRAMS
- BEHAVIOUR SUPPORT & IMPLEMENTATION
- DAILY SOCIAL SUPPORT
  - IN THE HOME
  - OUT IN THE COMMUNITY

**New  
Directions**  
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