



Leaders in Disability Support

Strategic Plan 2022 - 2025



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OUR VISION

People of all abilities living life to the fullest.



OUR PURPOSE

To partner with community so that people of all abilities have all their needs met and can live their best life, for their whole life.



OUR VALUES

- Diversity
- Respect
- Choice
- Inclusivity
- Collaboration
- Partnerships

MILIFE-VICTORIA NOW

Our organisation's heartland is on the Mornington Peninsula. We have a long and proud history, having supported the local community for 30 years. In this time, our reach has expanded into the South East of Melbourne and we have seen our impact grow as we have supported more people with new and diverse services.

We are unique in that we provide services for people of all abilities and specialise in supporting people with multiple and complex disabilities, often when others won't. The passion and dedication we have for our community has led to the organisation's growth over many years. We have a strong core of loyal clients and families that we have supported over not just years, but decades.

However, over the last few years, the organisation has weathered a storm. MiLife-Victoria has felt the effects of the transition to the National Disability Insurance Scheme (NDIS), the global pandemic and the founding Chief

Executive Officer's retirement. It has been a tough couple of years where the focus has been on survival.

While the effects of these events will likely be felt for some time, in 2021, MiLife-Victoria took a brave step and committed to strengthening the organisation.

What sets MiLife-Victoria apart is our compassion, our commitment to community connection and our understanding of the value in nurturing our people to continue our legacy. As such, we have concentrated the last 12 months on investing in MiLife-Victoria.

We have spent time and energy building a talented new management team and invested in new roles so that we can achieve more. We want a strong future that we and the people we serve can be proud of. We want to continue to grow and develop and to do this, the organisation knows at all levels that it must commit strength and focus.



MILIFE-VICTORIA'S FUTURE

MiLife-Victoria's bold approach will see it invest in what is most important: excellent quality client care. To do this, we will not only invest in our people, quality and continuous improvement; we will push ourselves to develop new and innovative services which meet the broad range of client needs for their whole life.

While the NDIS has brought a great many positive changes to people's lives, it's not easy to 'join up' support. This means that clients may have a variety of service providers trying to meet their needs. This can often be overwhelming, duplicative and ironically, may even mean that not all needs are being met. As such, MiLife-Victoria is committed to partnering with community services to ensure that clients get what they need.


We are committed to innovating and trying new things so that our products and services can evolve in the same way that clients and their needs evolve and change over time. In particular, we are

committed to ensuring that our clients have the opportunity to contribute to their community and for their community to embrace their value.

While we are conscious of the need to look ahead and think differently about how we can serve our community, we are committed to an important principle: individualised support which is as unique as our clients. Our clients are our family and we will not seek new avenues that don't benefit our current clients. We recognise that by focusing close to home, we will both improve outcomes for our valued clients and increase our opportunity to help more people because of our strong commitment to client experience.

As part of this future, MiLife-Victoria is dedicated to achieving the following outcomes:





As a care provider, it is MiLife-Victoria's responsibility to champion people of all abilities to have choice and control over their own lives. We call this 'person-led care'.

MiLife-Victoria strongly believes that people of all abilities flourish when they are well supported in all areas of their lives. Not only this, but MiLife-Victoria believes that when support across all life areas is harmonised, better outcomes are achieved:

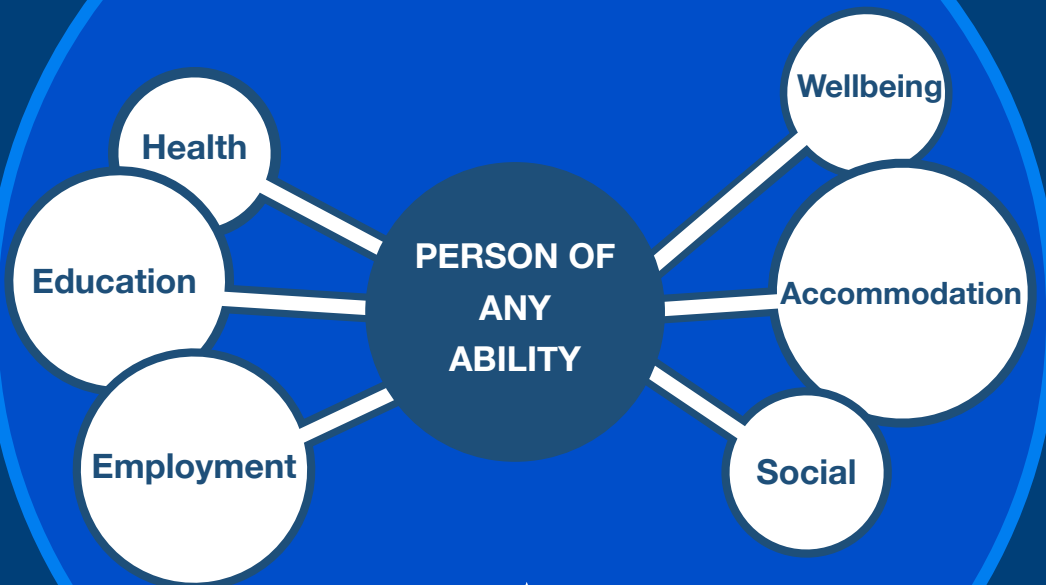
COMMUNITY

Part of their chosen community

Supported & empowered to achieve lifelong aspirations

In community enjoying themselves and doing what THEY choose with people they want

PARTNERSHIP



MiLife - Victoria

Strong reputation

Leaders & collaborators

Best place to work

Sustainable

MILIFE-VICTORIA'S COMMITMENTS

1. Commitment to individualised support

MiLife-Victoria recognises that every human being is unique. We all have different wants and needs and there isn't 'one size fits all'. Sadly, with the transition to the National Disability Insurance Scheme (NDIS), tailored support which meets individual needs and desires has been somewhat lost. Many services are delivered at scale, rather than bespoke and tailored to individuals.

We will deliver on our commitment to individualised support by providing comprehensive client and family support.

STRATEGIC GOAL:

**Provide
comprehensive
client and family
support**

WE WILL DO THIS BY:

- Improving service quality.
- Ensuring all client support plans are holistic and goal-orientated.
- Developing new and innovative service offerings that are co-designed with people of all abilities and meet their needs.

WE WILL KNOW WE HAVE ACHIEVED BECAUSE:

- * All clients will have a refreshed individual support plan.
- Client and families tell us that the plan captures their needs.





2. Commitment to meeting needs

MiLife-Victoria is committed to meeting client and family needs. While MiLife-Victoria may not deliver all the products and services to meet every need, the organisation is committed to ensuring people of all abilities and their families receive comprehensive, whole of life care.

People of all abilities need support throughout their lives. As a result, MiLife-Victoria aims to provide the right support at the right time and build lifelong, caring relationships with the people who matter most.

In addition, as human beings, we crave connection and deep personal relationships. As such, connection to community is a basic human right and MiLife-Victoria is committed to ensuring that people of all abilities have

STRATEGIC GOAL:

Support more clients and families earlier

the opportunity to live rich, fulfilling and contributing lives in their communities.

We will deliver on our commitment to meeting needs by supporting more clients and families earlier and increasing 'in community' opportunities.

WE WILL DO THIS BY:

- Working with the community to understand need and when it arises.
- Developing products and services which meet younger adults' needs.
- Partnering with the local community to improve MiLife-Victoria's reach and impact.

WE WILL KNOW WE HAVE ACHIEVED BECAUSE:

- * There is demand for our services.
- There is low wait time for our services.
- There is an increase in young adults accessing our services.
- People who use our services tell us that we have products and services to meet their needs.
- We have more community partnerships.

STRATEGIC GOAL:

**Increase
'in community'
opportunities**

WE WILL DO THIS BY:

- Working with local governments to support and influence inclusion and infrastructure strategies to enable people of all abilities to do what interests them.
- Developing products and services which support people of all abilities to engage in fun and fulfilling activities that enable people to socialise.
- Reimagining existing MiLife-Victoria activities for support in the community.

**WE WILL KNOW WE HAVE
ACHIEVED BECAUSE:**

- * There is an increase in community activities that MiLife-Victoria delivers.



3. Commitment to creating an amazing place to work

MiLife-Victoria recognises that the key to high quality, individualised supports is exceptional and passionate staff. As such, the organisation is committed to making MiLife-Victoria the best place to work.

We will deliver on our commitment to creating an amazing place to work by creating and promoting a unique 'employment value proposition'.

STRATEGIC GOAL:

Create and promote a unique 'employment value proposition'

WE WILL DO THIS BY:

- Improving staff support, training and career development.
- Implementing a contemporary staff reward and recognition program.
- Providing competitive remuneration.
- Strengthening our recruitment approach and aligning it to best practice.

WE WILL KNOW WE HAVE ACHIEVED BECAUSE:

- * We have high staff retention.
- We have healthy, engaged staff.
- We have highly satisfied staff.

4. Commitment to strength and endurance

MiLife-Victoria must continue to be doing great work in the community for years to come. To achieve this, it must be sustainable without compromising on quality. This means that the organisation must deliver products and services efficiently and effectively to ensure that surplus is generated to invest into client care. It also means that MiLife-Victoria must have a strong reputation in the community.

We will deliver on our commitment to sustainability by strengthening organisational sustainability and developing and growing the MiLife-Victoria brand.

STRATEGIC GOAL:

Strengthen organisational sustainability

WE WILL DO THIS BY:

- Reviewing every service and its financial model.
- Exploring and costing new service offers.
- Reviewing our building and infrastructure asset base.

WE WILL KNOW WE HAVE ACHIEVED BECAUSE:

- * All programs and services cover their costs.
- We reduce our liabilities.

STRATEGIC GOAL:

**Develop and grow
the MiLife-Victoria
brand**

WE WILL DO THIS BY:

- Increasing MiLife-Victoria's presence in community and events.
- Refreshing MiLife-Victoria's brand.
- Communicating the refreshed approach to clients, families, staff and community.

**WE WILL KNOW WE HAVE
ACHIEVED BECAUSE:**

- * We help more clients.
- We receive donations and sponsorships.



LOCATIONS

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LANGWARRIN HUB

100A Aqueduct Road,
Langwarrin VIC 3910

CRANBOURNE HUB

36 Lyall Street,
Cranbourne VIC 3977



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www.milife-victoria.org.au



Disability Provider | Reg No. A0025487A

NDIS | Reg No. 4050004061