

# Our Strategic Plan

2019 - 2023



# Our Strategic Plan

Novita is one of South Australia's largest and most respected community-based disability service organisation supporting kids, young people and adults.

Founded in 1939, Novita supports people living with disability through our four service pillars of Therapy, Accommodation, Community Programs, and Assistive Technology.

Our services are delivered by highly-skilled and professional staff, who are focused on supporting our valued clients and delivering an exceptional customer experience.

Novita has evolved as the National Disability Insurance Scheme has brought generational change to disability service delivery.

Novita's Strategic Plan - underpinned by our values - ensures our evolution continues so that we can deliver the best possible outcomes for our clients and their families and carers.



## Our Mission

Enable children, young people and adults living with disability and their families to participate in the community to their full potential.

## Our Vision

Australia's leading provider of choice for innovative disability and community inclusion solutions.



## Service Pillars

Novita's four service pillars provide a continuum of support for people living with disability at all stages of life.

- 1. Therapy**
- 2. Accommodation**
- 3. Community Programs**
- 4. Assistive Technology**



# Our Values

We have developed a set of values that build on our past and importantly, inspire us to achieve our best. These values form the foundation of everything that we do.

**Integrity** – be honest and ethical in everything we do

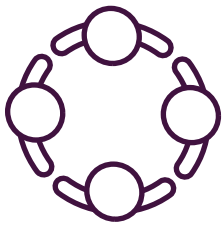
**Commitment** – be passionate in what we do

**Accountability** – own our actions

**Respect** – value every individual

**Excellence** – make a positive impact

## We will...



**Build** community understanding, acceptance and inclusion of people living with disability.



**Ensure** the rights, safety and dignity of our clients in all that we do.



**Provide** more people with the highest quality, family and person-centred products and services they need in a form that they want.



**Be at the forefront** of innovation and global best-practice in the products and services we offer that overcome the impact of disability.



**Build** a workforce and culture that values teamwork, excellence, efficiency and effective outcomes, and is a place where people want to work that is the envy of our sector.



**Act as one** business with a common purpose and systems, supporting multiple brands under the Novita banner.



**Generate** sustainable operating surpluses and grow to enable constant reinvigoration of our capabilities for the benefit of our clients.





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