



Disability Advocacy Service Inc.

"Making Connections"

VISION

An inclusive community that recognizes, respects, & provides equitable access for persons with a disability.

Strategic Plan 2016 – 2019

MISSION

Disability Advocacy Service is a community based advocacy service that upholds & protects the rights of people with a disability & their support networks.

Principle & values

- * To represent the rights & interests of persons with disability, families, carers & relevant others within the municipalities of Alice Springs, Amoonguna & Tennant Creek NT.
- * To empower & attain positive social roles for persons with disability.
- * To assist & support persons with disability with respect & dignity to achieve positive outcomes.
- * To ensure sound organisational management & financial accountability.

RIGHTS

- Ensure DAS service is flexible & responds fairly to the needs of all clients
- Staff to be fully informed on the procedures to access disability services – ensuring this information is fully accessible & relayed to all clients.
- DAS to have a strong voice for all clients, families & carers, despite the challenges & changes incurred by the implementation of the National Disability Insurance Scheme (NDIS)

PARTICIPATION & INCLUSION

- Supporting & providing clients with appropriate information on the implementation of the National Disability Insurance Scheme (NDIS)
- Promoting opportunities for people with disabilities to be active participants in our community
- Regularly review new ways to meet the needs of people with disabilities – linking to the currently higher public profile presented by the National Disability Insurance Scheme (NDIS)

INDIVIDUAL OUTCOMES

- To assist & support persons with disabilities with respect & dignity to achieve positive outcomes
- DAS to strive for continuous improvement in service delivery for clients, families & carers.
- Ensure 'Plans of Action' are clearly linked to individual client goals

FEEDBACK & COMPLAINTS

- Ensure clients, families & carers understand the DAS process for lodging a complaint or providing feedback to staff or Board Members.
- Ensure best possible access for clients & their support networks to up-to-date information through relevant digital or computerized technology.
- Advocate the need for systemic change based on quality evidence, targeting high priority needs or barriers.

SERVICE ACCESS

- DAS to ensure staff are appropriately trained to ensure they support clients in the transition to National Disability Insurance Scheme (NDIS)
- Continue to develop communication avenues that reflect the current digital age. This to include Board Members & communication of DAS business.
- Continue to gather quality data on the users of DAS service in order to deliver for possible future clients, families & carers.

SERVICE MANAGEMENT

- Service delivery to be responsive to complex policy changes.
- Ensure sound organizational management & financial accountability.
- Collaborate with stakeholders & the community sector with referrals & sharing of information for improved client outcomes.
- Provide induction & training for all new Board members.
- Increase DAS's sustainability into the future through planning for change.
- Meet the requirements of contracts & National, & NT Disability Advocacy Standards.

NDIS READINESS

- Ensure that DAS operational & governance structure are suitable for the NDIS scheme.
- DAS will work with governments & community NGOs to build an NDIS system that suits people with disabilities & their families
- DAS will work with the local community to ensure the rights of people with disability are incorporated into the NDIS & all government disability programs.

