



Disability Advocacy Service Inc.
"Making Connections"

VISION

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

Strategic Plan 2020 – 2025

MISSION

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

Principles & values

- * **Human Rights**-Respecting, upholding and promoting the rights of people with a disability, carers and family at all times.
- * **Social Justice and Equity**- Commitment to the equal treatment of people with a disability and the elimination of discrimination in all forms.
- * **Empowerment**- Supporting people with a disability to make their own decisions and choices through development of self advocacy through training, information sharing, and fostering connections.
- * **Respect** -Recognising and respecting the views and life experiences of people with a disability and they are consulted and included in our decision making, and their disability is just one aspect of their many characteristics.
- * **Integrity**- Striving to be honest, consistent, transparent and accountable.

RIGHTS

- Ensure DAS service is flexible & responds fairly to the needs of all clients.
- Promote, protect and realise the right to access services for disadvantaged and marginalised individuals.
- Provide culturally and socially appropriate advocacy through partnerships with Aboriginal Organisations, the LGBTIQ Community and CALD groups.
- Exercise a leadership role in promoting the rights of people with disabilities through public outreach and engagement.

PARTICIPATION & INCLUSION

- Supporting & providing clients with education and information, assisting in self-advocacy.
- 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.
- Improve the lives of people with a disability by influencing community attitudes and awareness.

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.
- We will be person centred.
- We will ensure the individual views and goals of participants are proactively included in the wider systemic advocacy.

LISTEN and RESPOND

- Ensure clients, families, carers and members understand the DAS process for feedback.
- Ensure best possible access for clients & their support networks to up-to-date information through relevant digital or computerized technology.
- Collect, prioritise and respond to key emerging issues via systemic advocacy.
- Ensure an environment that is spiritually, socially and emotionally safe, as well as physically safe for people.

SERVICE ACCESS

- DAS to ensure staff are appropriately trained and supported to ensure best practice.
- Continue to develop communication avenues that reflect the current digital age and diversity of clients.
- Strengthen existing partnerships and grow relationships with other agencies and groups.
- Foster opportunities and assist clients and staff to explore opportunities to increase capacity to increase confidence and empowerment.

SUSTAINABLE PROGRAM

- Service delivery to be responsive to complex policy changes.
- Ensure ongoing sound organisational management & financial accountability.
- Collaborate with stakeholders & the community sector with referrals & sharing of information for improved client outcomes.
- Make a case for supported and sustainable advocacy program by ensuring its value and complexity are understood.
- Increase DAS's sustainability into the future through planning for change.
- Develop policy priorities and consistency of message across all aspects of DAS.

