

Strategic Plan



Message from President and the Chief Executive Officer

Forty years ago, in the Eastern suburbs of Melbourne, a group of concerned parents, consumers and families met to share their frustration and desperation at the lack of respect and care shown to those with mental illness.



Collectively they agreed that something had to be done and what started as an idea quickly gained momentum, culminating in a 1978 public meeting attended by over 200 people at the Mayfield Centre in Malvern. This is where the Schizophrenia Fellowship of Victoria was formed.

That group eventually evolved into Wellways. In 2016 we welcomed disability and aged care service provider, HealthCall into the family in a mutually beneficial arrangement. This extended our footprint further into New South Wales and Queensland and positioned our organisation to extend its work and capitalise on the roll-out of the National Disability Insurance Scheme.

At Wellways, we understand that people want to belong and live fulfilling lives. To do this they need a home, a job, good physical health and healthy relationships. Our work in mental health and disability helps participants and their families achieve this. Our vision is for an inclusive community where everyone can imagine and achieve their hopes and potential.

Wellways has an important role to play in shaping the future of mental health, disability and aged care services in the community. Our focus on working with individuals, families and the community to transform lives, places Wellways at the centre of building inclusive communities.

We continue to be committed to building our advocacy membership and a strong network of lived experience leaders who can work at both grassroots and systemic levels to support our strategy and deliver community change.

To that end, the Board and executive leadership team has been focused on laying the foundations of our organisation so we are set up to deliver our services effectively and efficiently. Until 2022, we will be focused on building the systems and processes to ensure that we continue to grow while we deliver leading-edge services to participants and achieve our vision of becoming an employer of choice.

Under the stewardship of the Board and CEO, we have developed this new strategic plan which is the blueprint for the direction of the organisation and sets for us all a clear purpose through until 2022.

A lived experience sounding board helped us shape our new strategy. As we've been doing for many, many years, we'll continue our conversations with participants, members, supporters and volunteers and help them have their voices heard.

This document outlines the key areas of future focus for Wellways and articulates what needs to be achieved to ensure we are positioned as a leading organisation in our field.

A handwritten signature in black ink, appearing to read 'Paul Montgomery'.

Paul Montgomery

A handwritten signature in black ink, appearing to read 'Elizabeth Crowther'.

Elizabeth Crowther

Our Vision

Our vision is an inclusive community where everyone can imagine and achieve their hopes and potential.

Our Mission

We connect people, strengthen families and transform communities. We work with individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing.

Our Values

Honesty

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs are
- We see the person, the family and the community

Fairness

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment

- We are committed to our work and we don't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation

- We promote participation and transform lives and communities
- We value the expertise and contribution of everyone we work with
- We build knowledge and lead conversations



Christina

What are our goals and how will we know we have succeeded?

GOAL 1

To develop and deliver specialist, best practice, people-led programs and services

Success measures

- We will be ranked No.1 for personalised client service in our field
- We will be in the top 10 organisations delivering high quality evidence-based person centred services across the eastern states
- We will have a well-established and highly reputed research and development team

GOAL 2

To increase the number and diversity of the participants with whom we work

Success measures

- We will increase the number of participants with whom we work to 15,000 by 2022
- We will serve people from a diversity of cultures, genders and ages living with disabilities or social and emotional challenges

GOAL 3

To be a key thought leader and influencer nationally and locally

Success measures

- We will be a 'go to' organisation for governments, bureaucrats, influencers and other decision makers for advice on public policy and service development in our field
- We will have high brand awareness across all Eastern states/territories
- We will grow our advocacy membership to 5,000 by 2022



Billy

How are we going to do to reach our goals?

There are four strategic priorities that will guide Wellways towards attaining our goals.

1. People-led approach

We will ensure a people-led approach in all we do – in our models of care and in our dealings with all people – participants, families, partners, staff, funders and other stakeholders.

2. Effective advocacy at individual, family, community and systems levels

We will work with people and communities to help them find their voice and speak out wherever there is inequity or injustice to influence public policy. We will reduce barriers to participation and transform communities by building community resilience and resourcefulness.

3. Strong, dynamic and resilient organisation

Our culture will be vibrant, our workforce engaged and resourced, and our business systems will support excellence in sustainable service delivery .

4. A culture of learning and innovation

Our services will be world class, supported by research, lived experience, innovation and continuous improvement.

Making it happen

We cannot do this alone. To achieve our strategy, we will continue to work in partnership with lots of people, organisations and governments across the states and territories in which we work. The unique experiences and views of people with mental health issues and disabilities remain at the centre of everything we do.



wellways

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