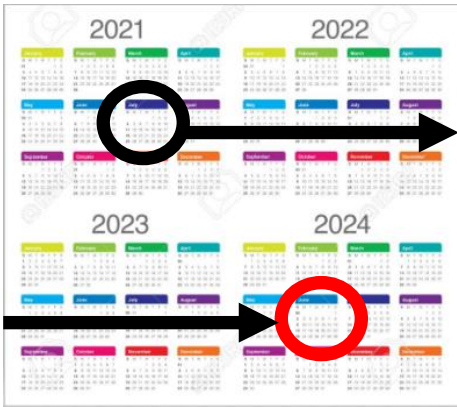


# Our Plan 2021 to 2024



We call it the Yooralla Strategic Plan.

2021 to 2024.



## What Yooralla does



Yooralla helps people with a disability.



We help you live the life you want.



You choose your goals.

Yooralla helps you get to your goals.



**What we will do**



It is our promise.



You tell us what you want.



Yooralla helps you.



We work together.



## What Yooralla believes



We think about you all the time.



We believe in your rights.

We speak up for you.



Yooralla is honest. We do **not** lie to you.



Yooralla says we will do some thing.

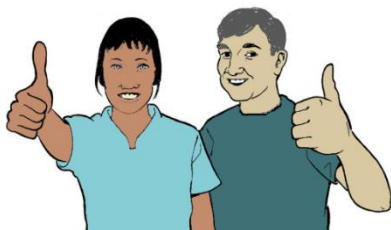
Then. We will do it.



Yooralla respects your choice.



We like that every one is different.



Yooralla staff love their work.



## Yoorallas last plan

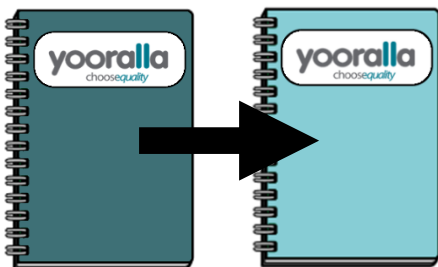


The NDIS was new.

We got ready for the NDIS.



We made new ways to keep you safe.

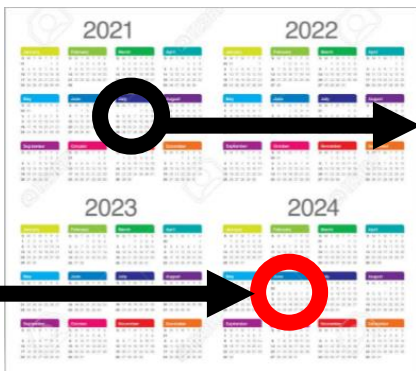


We did this. Now we have a new plan.





## Our new plan



The plan is for 3 years.

The plan started in July 2021.

The plan ends in June 2024.



Yooralla will

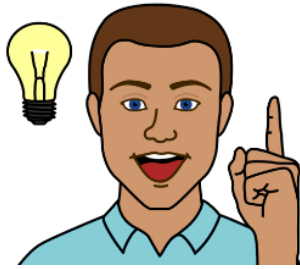
- ask you to help us.

You tell us what helps you get to your goals.



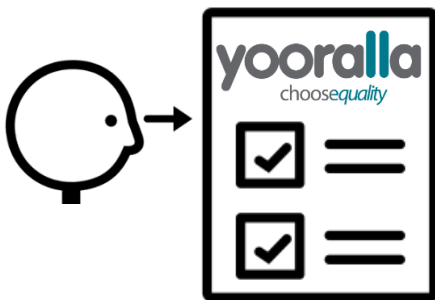
- get technology to help you.





Yooralla will

- find better ways to help you



- check what we do helps you

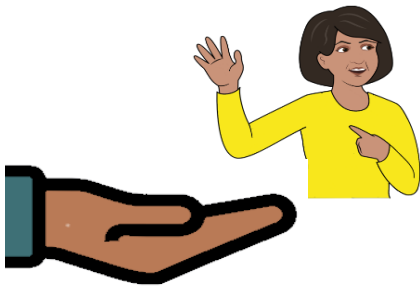
- make sure staff have the best skills.



Yooralla has 5 big plans.



1. Be the best service for you. Go to page 12.



2. You are safe. Your rights. Go to page 16.



3. Home and work. Go to page 20.



4. The best staff. Go to page 24.

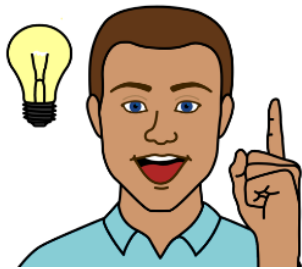


5. Yooralla will be here for many years.

Go to page 28.



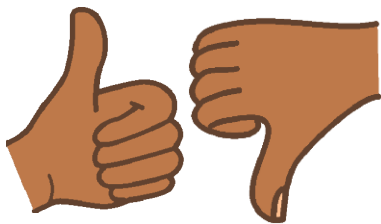
# 1. Be the best service for you



Some new things Yooralla will do.



We will listen to you.



You tell us

- what did help
- and**
- what did **not** help.



We will talk about the good things we learn.

We will tell

- you
- the NDIA.

This will help other services too.



We will ask what we can do better. We will ask

- you
- staff.



We will have better technology.



We will have better ways for staff to

- know your goals
- help you get to your goals
- know how close you are to each goal.



**By 2024**

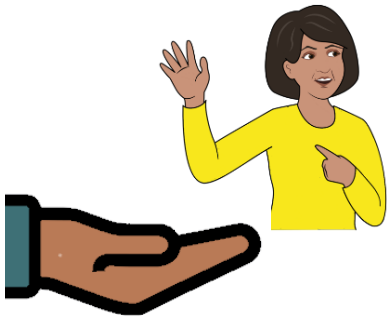
You are happy with our service.

You tell other people you like our service.

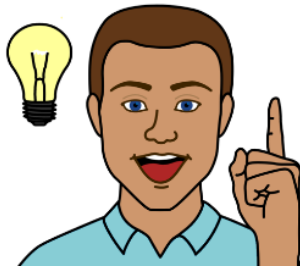


You got to your NDIS goals.





## 2. You are safe. Your rights



Some new things Yooralla will do.



We will have new ways to

- help you talk about your rights
- make sure you have all your rights.



We will respect each persons culture.





We will work with services that know your culture.



We will make new rules for staff.

It helps staff to keep you safe.



Staff will know

- the best way to talk with you



- what your behaviour may mean.

Like you walk up and down in the kitchen.

- staff know you want food.
- staff help you get the food you like.



Staff will know the safe way

- for you to eat
- to give you pills.



Our staff have different cultures.

We know this helps you.

**And**

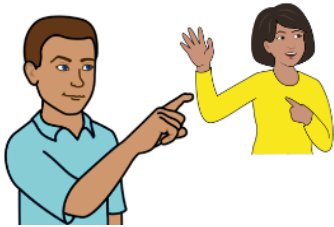
It keeps you safe.

## By 2024



You say we are a good service.

You say we respect your culture.



You know more about your rights.

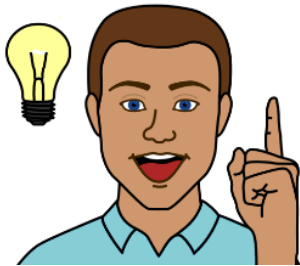
Your staff know more about your rights.



Your staff feel safe to report what they see.



### 3. Home and work



Some new things Yooralla will do.



We will have different types of homes.

Like

- you live with other people
- you live by your self.



You can choose where you want to live.



We will work with other services too.

Like different home services.



We will help you choose the other people  
you live with.



You may live in a small home.

Like a home with

- just you and your friend

or

- 4 other people

or

- 3 other people.



You want to work at Yooralla. We will help you.



You want to work some where else.

The job is **not** at Yooralla.

We will help you find a job in a different place.



## By 2024

You told us what you think we can do better.

We change some things we do.



There are more types of homes.



More people get the skills to have paid work.

More people are paid for their work.

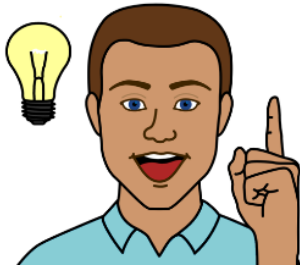


You use the new computer system.

You like the new computer system.



## 4. The best staff



Some new things Yooralla will do.



We will have new help for staff.

We will

- care for staff mental health



- learn how to help staff mental health.





We will have new ways to find new staff.



We will help staff do more study.



At Yooralla we will give jobs to people with disability.

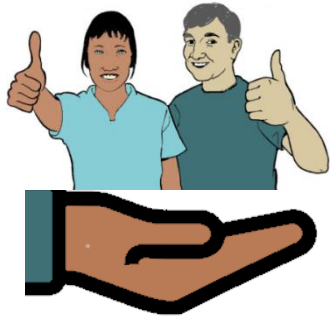
People with disability will have jobs as leaders.

Like

- managers

**and**

- team leaders.



## By 2024

Staff say they are safe at work.



Staff say they like to work at Yooralla.

Staff stay with Yooralla.



Staff do more study.

Staff get new skills.



More people with a disability have jobs.

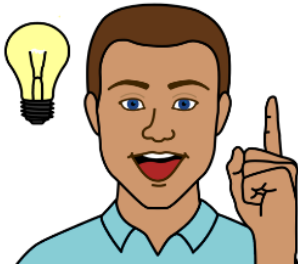
More people with a disability are

- Yooralla staff
- Yooralla volunteers.





**5. Yooralla will be here for many years**



Some new things Yooralla will do.



People give us money.

It is a gift. The money is to

- open more services.

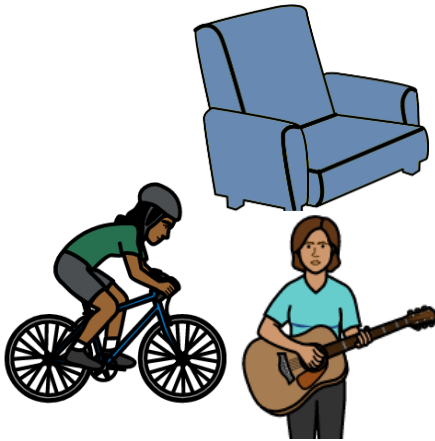
**or**

- buy new things. Like

- computers

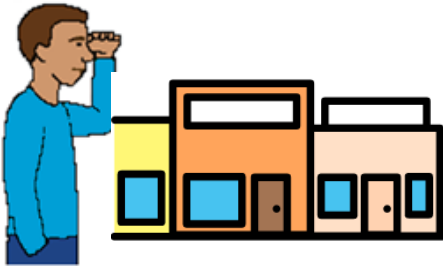
- vans.





We will make your home better. Like

- you have new lounge chairs
- or
- there are more things for you to do.



We will look at other services.



We will make sure our service is best for you.



We will make sure all our services are used.

We will stay open for many years.



## By 2024

More people use Yooralla services.

People know Yooralla.

More people know what we do.



Yooralla gets more money to

- do the things we already do

**and**

- do new things. Like open new services.

## Images

We have used images from



- ChangePeople
- Inspired images



- Picto-selector
- Spectronics



- Tobii-Dynavox
- 123rf.



This fact sheet is based on the Yooralla Strategic Plan 2021-2024.



Access Easy English wrote the Easy English.

August 2021.