

STRATEGIC PLAN

2023 -2026

OUR VISION

A full and fulfilling life for every individual

OUR MISSION

Enable adults with intellectual disabilities to actively engage in the full life of their community, through participation, contribution, and meaningful and respectful relationships with others

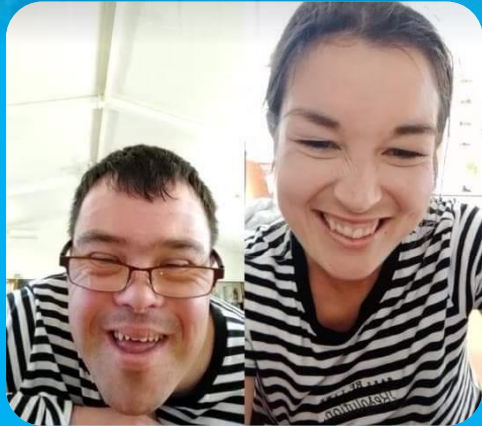




OUR VALUES

Community of Families:

The Trust is a community of families. Our strength is achieved through the commitment of families to work together, to contribute and to take ownership and responsibility for the direction and quality of the service.



Responsiveness:

We actively listen and respond with respect and understanding to those with whom we interact. We are open and adaptable to meet changing needs and circumstances.

Individual Focus:

We aim to build a good life for each individual, through understanding and responding to every person's qualities, interests and abilities.

Growth and Development:

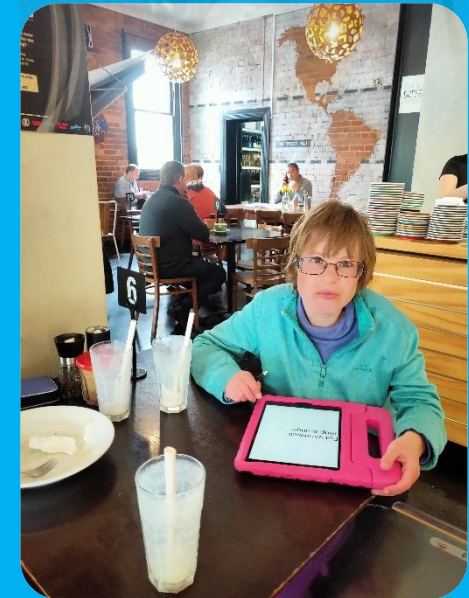
We strive for continual learning, increased knowledge and overcoming of limitations for service users, staff, and trustees.

Honour:

We act with integrity, respect and fairness.

Sustainable:

Through effective management we will provide a financially secure and well-resourced organisation to ensure a stable and sustainable future for Thumbs Up.



OUR STRATEGIC OBJECTIVES



People We Support

Reinvigorate our programme with a focus on community connection, new experiences and delivering on the objectives of each individual all while having a whole heap of fun.

We will move forward in delivering this by:

- Developing individual programmes that are participant centered through feedback from and observation of the service user, family engagement and staff feedback.
- Implement a process to ensure that individual and group activities remain fun, fresh and engaging through the ongoing evaluation of current activities and the regular introduction of new activities.
- Community connection will mean; physically out in the community, building relationships with people in the community, participating in mainstream activities with others, bringing the community into Thumbs Up and building relationships within Thumbs Up.

Our Families

Rebuild the connection between members of the Thumbs Up Family. Providing opportunities for greater engagement from families on how the service can support each service user to live their best lives.

We will move forward in delivering this by:

- Providing more information, in an engaging manner, to allow families to better understand what is happening at Thumbs Up and with their service user.
- Creating opportunities for more engagement from families.
- Re-set expectations and provide education on the benefits and obligations of being a Member of the Thumbs Up Trust.

Our Staff

Create a team culture that staff want to be a part of, where they are fully engaged with Our Mission and are excited and energised to provide the best experience possible to our service users. Thumbs Up is considered to be an "employer of choice".

We will move forward in delivering this by:

- Clarifying and embedding performance expectations.
- Improving pathways for professional development, growth and recognition.
- Building a pipeline of talent.

Our Organisation

Rebuild our visibility and standing within the community. Thumbs Up is the first place that comes to mind for those that need a day service providing a variety of community-based activities that supports people to grow and meet their personal goals.

We will move forward in delivering this by:

- Rebuild relationships with people and organisations that can connect us with future service users.
- Raise our profile by communicating who we are and what we do to a broader audience.
- Rebuild our governance and operating capabilities to support a stable and sustainable future.
- Align how we deliver our service with the relevant principles of Enabling Good Lives.

THUMBS UP CHARITABLE TRUST

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