



annecto

strategic

direction

2015 - 2020

# the way forward

Delivering on inclusion  
through **community**,  
**culture** and **growth**



[www.annecto.org.au](http://www.annecto.org.au)



**annecto**  
the people network



What is  
important  
to you?



annecto has  
a rights-based  
approach that  
is driven by the  
idea of inclusion.

## What we believe

The **Australian Human Rights Commission** writes that:

*'Social inclusion is about people being able to participate in society. It is about creating conditions for equal opportunities for all. Social inclusion requires that all individuals be able to 'secure a job; access services; connect with family, friends, work, personal interests and local community; deal with personal crisis; and have their voices heard.' This essentially means that all people have the best opportunities to enjoy life and do well in society. It is about making sure that no one is left out.'* - [www.humanrights.gov.au](http://www.humanrights.gov.au)

**annecto** is exploring how people who use our services, volunteers, staff, partners, Board and community members contribute to social impact through linking into social, civic and economic opportunities in Australia.

We aspire to a diverse culture, recognising we are not all the same – a celebration of what makes each person unique.



## Our Strategic Direction

The **Strategic Direction** describes purpose, principles, focus and broad goals of annecto. The **Strategy** underpins plans to achieve goals and ensure as an organisation made up of many individuals, we continue to have a common purpose.

## Our Purpose and Principles

# Connecting individuals and communities to realise an inclusive society.

### In responding to individuals and communities:



We listen, respect, and celebrate the rights of all individuals and their choices, hopes and dreams through **humanity**. We respect and value all aspects of a person including: gender identity or expression, sexual orientation, race, language ethnicity, nationality, religion, elder status, clan, family structure, ability level, culture, subculture, identity, self-identification. Some people say that **humanity** means: Including everyone, listening and respecting other views, being together and making time for people.



Our relationships are based on listening, sharing and learning from the individual, community and society through **interdependence**. Some people say that **interdependence** means: A desire for meaningful connections to create a bigger, stronger and better opportunity or result. It means working together and learning from each other.



We express our integrity by holding ourselves and others accountable for doing our very best through **authenticity**. Some people say that **authenticity** means: being real and honest, and being true to your own values. It also means change for the benefit of self and others, and admitting you need help or have made a mistake.



We listen, learn and adapt to the complexities of life so that simple actions can transform lives through **emergence**. Some people say that **emergence** means: to grow and experiment. Taking notice of the little things that can make a big change, and being aware that one new skill or experience for someone can lead to life changing opportunities.



## Our Strategic Focus

- By aspiring to astonishingly good practice, we consider the best outcomes for people.
- By identifying valued products we ensure we are catering to the needs of our clients.
- By creating partnerships, we can explore and collaborate.
- By being ahead of the curve, we are striving for the best results.
- By adapting and using resources to the best of our ability, we think creatively.
- By securing the future, we know we can continue to plan and grow to assist more people by remaining sustainable.



We listen  
and we grow  
from people's  
stories

## Our Strategic Goals

### Growth and Diversity

Explore and build relationships and partnerships with communities across Australia.

“When annecto opened up an office in Glebe, I hadn’t heard of them. I was surprised how they asked me what I wanted and wanted to know more about my culture.”

*Solo, 63 year old mother of 4.*

### Outcomes

To provide high quality assistance to people with complex needs who want to experience more in life.

### Sustainability

Grow and develop a diverse base from which we can achieve improved policy and program design to meet the requirements of people with disability, older people, families and carers.

“I have volunteered (in delivering meals) for a long time. I like to talk to the people I visit and they like to have a chat with me. We usually talk about the footy and the weather... I feel proud to be helping.” *Natalie, Volunteer*

“It’s got to be driven by people who are affected by the issue, and have good support... What will make life better now? Is it about getting more services, or is it about getting the community more accessible?”

*Supporter, Reinforce self-advocacy group*

## Our Strategic Priorities

These are the priorities for action as of March 2015. They may not remain the priorities for all of 2015 – 2020. As we progress this work some things will be completed and other priorities will be identified.

**01** Deliver on the annecto way of doing things to ensure our clients continue to experience the best possible support while we continue to make the transition to Consumer Directed Care (CDC) and the National Disability Insurance Scheme (NDIS).

**02** Increase our tele-support capability to build on our established After-Hours service and commitment to ensure people have access to supports 24 hours a day.

**03** Strengthen our work with people with complex needs and across diverse communities.

**04** Grow and diversify our established services to ensure an increase in population does not mean people with disability and older people are denied rights to a choice of supports and options.

**05** Continue to explore partnerships that will contribute to our strategy.



## Getting in touch

annecto operates in Melbourne, the Loddon Mallee and Grampians areas of regional Victoria, as well as Sydney and Western NSW.

### Call your nearest office.

**Footscray:** (03) 9687 7066

**Yarraville:** (03) 9314 0988

**Ringwood:** (03) 9876 0122

**Coburg:** (03) 9386 5686

**Grampians:** (03) 9386 5686

**Werribee:** (03) 9314 0988

**Mildura:** (03) 5021 5456

**Broken Hill:** (08) 8087 9794

**Glebe:** (02) 8047 0909

**email:** [theteam@annecto.org.au](mailto:theteam@annecto.org.au)

 [facebook.com/annectonetwork](https://facebook.com/annectonetwork)

 [youtube.com/annectonetwork](https://youtube.com/annectonetwork)

 [@annectonetwork](https://twitter.com/annectonetwork)

[www.annecto.org.au](http://www.annecto.org.au)

## An interpreter is

### available on request.

Nếu quý vị muốn tìm hiểu thêm về cách thức annecto có thể hỗ trợ quý vị, hãy liên hệ với văn phòng gần nhất và đề nghị hỗ trợ thông dịch.

Annecto'nun size nasıl yardımcı olabileceği hakkında daha fazla bilgi istiyorsanız, size en yakın ofisle temas kurarak bir tercümandan yardım isteyin.

如果您想详细了解annecto民众服务网可以如何帮助您, 请联系您附近的annecto办公室, 并且要求传译员的协助。

Jeśli chcesz się dowiedzieć więcej, jak annecto może ci pomóc, skontaktuj się z ich najbliższym biurem i poproś o pomoc tłumacza.

Jekk tkun trid taf aktar kif annecto jista' jgħinek ikkuntattja l-eqreb ufficċju għalik u itlob għall-għajnuna ta' interpretu.

Se desiderate saperne di più su come annecto può assistervi, contattate la filiale più vicina e chiedete l'assistenza di un interprete.

Εάν επιθυμείτε να μάθετε περισσότερα για το πώς μπορεί να σας βοηθήσει τον annecto, επικοινωνήστε με το πλησιέστερό σας γραφείο και ζητήστε την βοήθεια ενός διερμηνέα.

Ukoliko želite saznati nešto više o tome kako vam annecto može pomoći, kontaktirajte najbliži ured i zatražite pomoć tumača

قرطال ن ع ديزم ل ا ة فر عم ي ف ب غ ر ت ت ن ك ن ا  
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ب ل ط و ، ك ل ب ت ك م ب ر ق ا ب ل ا ص ت ا ل ا ع ر ف  
م ج ر ت م ة د ع ا س م .

Ако сакате да дознаете повеќе како annecto може да ви помогне, јавете се на најблиската канцеларија и побарајте помош на преведувач.

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