

Strategy

2025

Tardiss

SUPPORT SERVICES
your voice, your future

Our Values

CUSTOMER FOCUSED

The participant is at the centre of everything we do.

PROFESSIONAL

Quality services delivered in a manner consistent with best practices.

PIONEERING

We strive to be innovative in our thinking and delivery.



Introduction

THE TARDISS STRATEGY 2025 IS INTENDED TO PROVIDE A CONCISE, CLEAR AND COMPACT DESCRIPTION OF OUR SERVICE, BUSINESS AND INVESTMENT PRIORITIES OVER THE NEXT FIVE YEARS.

Each element of the strategy is accompanied by a specific strategic target that will allow Tardiss, our participants and our stakeholders to monitor progress toward our objectives.

Some of our targets are ambitious, because despite significant improvements resulting from programs such as the National Disability Insurance Scheme (NDIS), people with disabilities still face systemic challenges that can seem insurmountable.

Tardiss is a small for-purpose organization that provides customised support services for people with disabilities. However, small organisations can dream big and aim high.

As a registered provider with the NDIS, Tardiss will continue to provide quality in home and community supports, whilst working with each participant in striving to meet their life goals.

The participant is at the centre of everything we do.

However, we will also work to deliver social change by addressing systemic barriers faced by people with disability by reinvesting our resources into programs and projects aimed at providing better outcomes in areas such as education and independent housing.



OUR *Vision*

Acceptance, support and empowerment to live self-determined lives.

OUR *Mission*

To support individuals to achieve their goals and aspirations by honouring each person's uniqueness, talents and abilities.

OUR *Purpose*

To deliver individualised support services to connect with communities that we operate within.

To set a culture of safety, human rights and service excellence.

Achieving our Mission

To accomplish our mission, Tardiss will maintain a relentless focus on just one thing:

**TO IMPROVE THE LIVES OF PEOPLE
LIVING WITH DISABILITY.**

We will achieve this by building our core capabilities, developing new and enhanced capabilities, and reinvesting our resources into areas that maximise the benefit for our participants and address systemic barriers to achieving their life goals.



Core Capabilities



Tardiss' core capability and strength is in listening to our participants and stakeholders, understanding their needs and developing an individualised plan that puts them first ...

**WORKING WITH THE PARTICIPANT IN
STRIVING TO MEET THEIR LIFE GOALS.**

Tardiss will continue to invest in developing our team and improving on this model, building on the success we've already had to deliver even better outcomes for our participants.

Capability Development

TO IMPROVE OUTCOMES FOR OUR PARTICIPANTS, TARDISS WILL INVEST IN THREE KEY AREAS OF CAPABILITY DEVELOPMENT:

Technology innovation and use.

The reach and impact of technology on society and lifestyle in the last 15 years is hard to believe. It has changed the way we communicate, access information and entertain ourselves. Assistive technologies have developed at a similar rate, providing new, enhanced and less expensive ways for people with disability to improve their lives. And with the future developments of machine learning, robotics,

digitisation and computer modelling, technology will play an increasing role in the provision of supports.

Tardiss will build capability to more effectively maximise the benefits from existing technologies as well as to adopt new technologies to help better support our participants to achieve their goals.

Options analysis.

Tardiss is committed to addressing systemic barriers faced by people with disability by reinvesting our resources into programs and projects aimed at providing better outcomes for our participants. However, we can only achieve this by being able to identify and assess the best options that will enable us to deliver these changes. To support our goals we will invest in further developing our skills, knowledge and experience in business modelling, options analysis and project management.

Business systems and governance.

Tardiss is here for the long haul. To ensure that we continue to make a difference, years and decades into the future, we need sustainable business systems and governance structures. If we are not sustainable financially and as a business, we won't have any resources to reinvest into the community to achieve our strategic goals. We have made significant strides to improve our financial and business sustainability. We will now build on this success to set ourselves up for the longer term.

Market Niche

For those who want to be in charge of their own support services, Tardiss is the service provider that puts the participant first.

IT'S YOUR SERVICE. IT'S YOUR CHOICE.

Others might be larger.
Others might be cheaper.
Our promise is simple:

We aim to provide the highest quality, personalised service in the market.



Key Strategic Deliverables

TO DELIVER OUR GOALS, WE WILL:

- Deliver social change by addressing systemic barriers faced by participants by reinvesting our resources.
- Embrace and utilise technology for both the business and for participant benefit.
- Protect and grow our culture.
- Create depth of capability and plan for succession.
- Be a trusted provider of support services.
- Cement our financial and business sustainability by implementing improved business systems and governance structures.
- Develop partnerships with organisations who have aligned values and goals to deliver outcomes that are larger than either of us could have delivered on our own.

WE WILL MEASURE OUR SUCCESS BY:

- \$\$ reinvested into new services and products
- Case studies that demonstrate that change has been delivered
- Case studies that demonstrate participant benefits from the use of new technologies
- \$\$ available for reinvestment
- Improved business reporting
- Participant feedback
- Investment in team development
- Participation in expert and community panels
- Positive audit results
- Surplus funds being reinvested into new services and products
- New referrals
- # Partnerships
- Case studies that demonstrate the value and outcomes delivered

Aligning with Stakeholder Priorities

TARDISS' STRATEGY ALIGNS WITH AND SUPPORTS:

The Participant

The participant is at the centre of everything we do. The intent of this strategy is to help guide Tardiss to make real and lasting positive change for participants to achieve their life goals.

Participants' families and networks. By putting the participant first, this strategy supports the needs of the participant's family, friends and support network.

National Disability Insurance Agency

The NDIS has adopted a model of self-management, shared management and supported management which is directly in line with Tardiss' values and principles. Tardiss is not just complying with this new scheme but we believe in its founding principles of providing options and choice to participants.

Queensland Department of Community, Disability Services and Seniors

The Queensland Government is building an inclusive Queensland where every person, including the one in five Queenslanders who have a disability, can thrive and reach their full potential as equal citizens. This strategy supports the state government goals of communities for all, lifelong learning, employment, everyday services, and leadership and community participation

United Nations

This strategy supports and is complimentary to the United Nations Convention on the Rights of Persons with Disabilities.

Townsville Community

The Townsville City Council and Townsville Community have a shared interest in supporting people with disability. This strategy supports and aligns with the Townsville Inclusive Community Advisory Committee (ICAC).

Implementing The Strategy

TARDISS IS A STRATEGY-LED ORGANISATION.

The high level directions and objectives are set out in this document. The strategy articulates the longer term vision for how Tardiss will deliver its goals and improve outcomes for people with disability.

The strategy will be supported with an annual management plan that articulates overall budget considerations, annual performance targets and specific projects and opportunities to be assessed. All decisions must be checked against the strategy.

Most importantly, every decision needs to pass the following test:

is this in the best interest of the participants?

If we cannot answer yes to that question, then the strategy will fail.

The management plan should be used to inform individual team members of their performance objectives and goals. This will help ensure that everybody is working toward, and acting in a way, that is consistent with achieving our strategic goals.



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