

# Vision Statement

Hrl is Tasmania's specialist community-based rehabilitation service for people with ABI and other disabilities.

## Our Vision

We will establish ourselves as the most dynamic & innovative specialist community rehabilitation service in Australia.

## Our Purpose

We rebuild lives through the development of people's skills and abilities across all life domains.

## Our Values

We highly value Commitment; Performance; Quality; Integrity; Trust; Equality; and Results.

## Our Critical Success Factors:

### Financial

Continue to develop and achieve plans that will secure our financial viability.

### People

Provide an environment where employees will say: "This is a great place to work"

### Clients

Ensure clients enjoy dealing with us.

### Partnerships

Leverage corporate and non-corporate partnerships.

### Excellence

Be recognised as a leader in the human services and community rehabilitation sector.

### Systems

Develop and implement systems and processes that enhance service delivery and outcomes.

### Culture

Continue to develop an organisational design to support our business.

### Community

Be recognised as a model community organisation.

### Quality

Committed to continuous improvement within a quality management framework

## Our Key Performance Indicators:

Set and achieve realistic budgets. Use a strategic plan with 3 year financial projections. Produce accurate, relevant and timely reports.

Provide employees with a professional work environment that is safe, supportive, rewarding, and challenging. Promote opportunities for personal growth and professional development.

Provide a responsive, timely and individualised service to clients. Maintain an environment that is valued, welcoming and approachable.

Leverage critical partnerships with like-minded organisations, government departments, businesses and individuals to achieve organisational priorities.

Foster innovation and resourcefulness. Develop and implement enterprising ventures and strategies.

Provide critical business systems as required. Continually monitor and improve our systems and processes within a quality management systems framework.

Cultivate dynamic business activity levels. Live our beliefs and values. Continually assess our performance against stated strategic objectives. Establish developmental & learning pathways.

Represent and lobby for community interests to government, funding bodies and relevant associations. Continually promote and advocate on social justice issues without fear or favour.

Maintain external accreditation and compliance with State and Federal Disability Service Legislation and relevant Standards.