

# Ageing and Disability Commission

## Strategic Plan 2020 – 2022



### Our purpose:

*To protect the rights of **older people** and **adults with disability** so they can live free from abuse, neglect and exploitation in their family, home and community.*

### Our strategic focus areas across the next 2 years:

1. Be helpful and responsive to improve outcomes
2. Support engagement with, and build awareness of, the ADC
3. Champion rights and responsibilities
4. Strengthen systems to deliver safe and empowering services
5. Build a capable organisation for impact and performance

### Our guiding principles:



Be person-centred



Be accessible and inclusive



Be effective



Be accountable and transparent



Promote individual and community rights

# Strategic focus



## 1. Be helpful and responsive to improve outcomes

### Success indicators

- Call and enquiry numbers and trends
- Report numbers and trends, including timeliness of response
- Outcomes data – ADC and OCV
- Number of referrals of OCV concerns
- Feedback and satisfaction mechanisms established

### Key initiatives

- 1.1 Establish a person-centred practice framework to enable early action on, and effective responses to, abuse, neglect and exploitation of adults with disability and older people that is culturally appropriate. The framework will be rights-based and include a focus on safe, healthy and supportive relationships.
- 1.2 Align and adapt our systems, processes and resources to support our practice and evidence the outcomes that enable us to support people through the process.
- 1.3 Establish organisational training and reflective practice mechanisms to ensure continuous improvement.
- 1.4 Establish stakeholder feedback and satisfaction mechanism(s).
- 1.5 Deliver quality investigations that are procedurally fair.



## 2. Champion rights and responsibilities

### Success indicators

- Outcomes data –ADC and OCV
- Submissions to relevant inquiries /reviews/Royal Commissions
- Number of OCV matters raised with appropriate bodies

### Key initiatives

- 2.1 Promote and maintain an ongoing conversation about:
  - the rights of adults with disability and older people
  - the role of carers
  - the responsibilities of individuals, community and services to promote and uphold the rights of adults with disability and older people
  - including diverse cultures.
- 2.2 Demonstrate how we uphold rights and responsibilities.
- 2.3 Support Official Community Visitors to raise matters of concern affecting people in residential care with appropriate bodies and the Minister.



## 3. Support engagement with, and build awareness of, the ADC

### Success indicators

- Take-up of resources – ADC and OCV
- Number of community engagement activities delivered
- Number of training sessions delivered
- Call, enquiry and report numbers and trends
- Feedback and satisfaction mechanisms established
- Data dashboard established and accessed
- Accessible information tools developed

### Key initiatives

- 3.1 Develop and implement an annual Communications and Engagement plan to:
  - promote the role of the ADC as a trusted voice
  - continue building awareness of abuse, neglect and exploitation of older people and adults with disability within the community
  - enable the community to take action against abuse and support the promotion of the rights of older people and adults with disability
  - influence community attitudes and behaviours
  - work with and learn from all stakeholders, including First Nations and culturally and linguistically diverse communities, LGBTI groups and women.
- 3.2 Establish mechanisms with key stakeholders to exchange information and foster collaboration to improve the response to abuse, neglect and exploitation of adults with disability and older people.
- 3.3 Establish relationships, networks and awareness across stakeholder groups.
- 3.4 Develop and deliver education, training options and tools for various stakeholders (including carers) to improve prevention and the response to abuse, neglect and exploitation of adults with disability and older people.
- 3.5 Establish dashboards to enable regular reporting on, and reliable access to, key ADC data.
- 3.6 Develop accessible information tools for adults with disability and older people to understand the ADC and its work.



## 4. Strengthen systems to deliver safe and empowering services

### Success indicators

- Stakeholder feedback
- % of ADC recommendations adopted
- Number of inquiries and reports on systemic issues completed
- Outcomes data – OCV resolution rates

### Key initiatives

- 4.1 Provide an effective and supportive Official Community Visitors scheme.
- 4.2 Highlight systemic issues relating to abuse, neglect and exploitation of adults with disability and older people.
- 4.3 Influence systems and service improvements based on the evidence, information and work of the ADC.
- 4.4 Deliver quality and timely reports, advice and recommendations to Government and the community that:
  - improve outcomes for adults with disability and older people
  - highlight systemic issues relating to abuse, neglect and exploitation of adults with disability and older people, or the protection and promotion of their rights
- 4.5 Establish effective mechanisms for reviewing the implementation of the National Disability Strategy in NSW.



## 5. Build a capable organisation for impact and performance

### Success indicators

- Staff turnover
- Staff survey trends
- Budget and risk data trends

### Key initiatives

- 5.1 Establish mechanisms to support ADC legislative functions, independence and sustainability.
- 5.2 Establish internal communications mechanism(s).
- 5.3 Define our workplace culture, values and behavioural statements and embed them into key organisational processes.
- 5.4 Establish and embed a wellbeing approach for ADC staff and Official Community Visitors, including performance development mechanisms.
- 5.5 Establish annual work plans for teams.
- 5.6 Map our legal, corporate services, finance, IT, audit and risk requirements, including establishing and resourcing them.