

Ageing and Disability  
Commission

# Strategic Plan 2023 - 2028



# Overarching purpose

**Our role is to promote and uphold the rights of older people and adults with disability to live free from abuse in their family, home and community.**

This strategic plan outlines how we will deliver on this purpose.



# Strategic plan

## Overview



| <b>1. Safeguard and uphold rights</b>   | <b>2. Learn and influence</b>   | <b>3. Educate and engage</b>   | <b>4. Facilitate change</b>  | <b>5. Organisational capability</b>  |
|---|---|--|--|--|
| <p>Support the community to identify and respond to abuse, neglect and exploitation of older people and adults with disability in their family, home and community.</p> | <p>Share information, data and practices to inform stakeholders on effective preventative measures in relation to abuse, neglect and exploitation of older people and adults with disability.</p> | <p>Build momentum and continually raise awareness about abuse, neglect and exploitation of older people and adults with disability, and improve capabilities across the service workforce to better identify and respond to abuse.</p> | <p>Use our experience and learnings to create broader, systemic change so responses to abuse, neglect and exploitation are improved and fewer older people and adults with disability are at risk.</p> | <p>Build and maintain organisational capability to effectively respond to current and emerging issues, and our staff are engaged and they have the tools they need to do their job well.</p> |

# Pillar 1: Safeguard and uphold rights

Support the community to identify and respond to abuse, neglect and exploitation of older people and adults with disability in their family, home and community.

## Strategic focus

- To continue to respond to allegations of abuse, neglect and exploitation of older people and adults with disability through a coordinated, multidisciplinary approach.
- Improve and strengthen our engagement and practices that include considerations for culturally diverse, First Nations people, people from LGBTQi+ communities who are underrepresented in reports.
- Strengthen the capability of service providers to better identify and respond to abuse and neglect.
- Engage OCVs to identify and raise issues related to people living in residential, assisted boarding houses and out of home care.



## Our role

- Maintain high quality, timely responses to reports received by the Ageing and Disability Abuse Helpline.
- Deliver high quality, procedurally fair investigations.
- Support Official Community Visitors to raise matters of concern affecting people with disability in residential care with appropriate bodies and the Minister.
- Implement targeted and ongoing communications and engagement projects that educate and raise awareness about abuse, and the ADC, across all communities.
- Connect with leaders and organisations who can support our work with culturally diverse, First Nations and LGBTQi+ communities.

# Pillar 2: Learn and influence

Share information, data and practices to inform stakeholders on effective preventative measures in relation to abuse, neglect and exploitation of older people and adults with disability.

## Strategic focus

- Continue to analyse and strengthen our data that can provide a unique insight into the experiences of abuse of older people and adults with disability, and inform innovative projects that can reduce and prevent abuse.
- Expand access to data and research to influence the impact of social policies across NSW and Australia.
- Continue to seek guidance and learn from the lived experiences of older people and adults with disability, experts across our advisory boards and roundtables as well as the expertise of our staff.

## Our role

- Engage with stakeholders through formal and informal mechanisms to exchange information and encourage collaboration.
- Data and system improvements, including improved dashboard data that can be accessed by the public and continued optimisation of the Knowledge Hub.
- Maintain relationships across other States and Territories to influence and develop a strengthened, coordinated response to abuse.



# Pillar 3: Educate and engage

Build momentum and continually raise awareness about abuse, neglect and exploitation of older people and adults with disability, and improve capabilities across the service workforce to better identify and respond to abuse.



## Strategic focus

- Improve community understanding of abuse, neglect and exploitation, with a focus on culturally diverse and First Nations communities.
- Work with workers, providers and the service systems to improve their understanding of, and response to abuse, in turn ensuring they advocate for the rights of older people and adults with disability.
- Work with families and carers to provide support and achieve longer term, positive outcomes that maintain the safety of adults.

## Our role

- Raise awareness through sharing resources and developing targeted communication campaigns.
- Provide useful and accessible tools to help communities understand the role of the ADC and its work.
- Offer a range of training for service providers and the community through a range of formats and modules. In the main this will be achieved through a training program.
- Deliver education and tools for broader stakeholders including carers, First Nations communities, people from culturally diverse communities to improve detection and response to abuse.
- Work with providers and services, including Retirement Villages to improve responses to abuse.

# Pillar 4: Facilitate change

Use our experience and learnings to create broader, systemic change so responses to abuse, neglect and exploitation are improved and fewer older people and adults with disability are at risk.

## Strategic focus

- Generate and provide a greater understanding of the drivers of abuse, neglect and exploitation to facilitate meaningful, long lasting change that upholds rights.
- Leverage our independent function to advise and inform on system improvements and influence change at a senior level across governments.
- Develop and strengthen practices and provide guidance on frameworks and tools that support services, organisations and workers improve their practice in abuse detection and response.
- Draw on expertise from our practice, research, and inquiries on how services should be designed and delivered.

## Our role

- Develop practice frameworks and tools to help inform other agencies and organisations about how to better support older people and adults with disability at risk of, or who are subject to abuse
- Provide reports to government that offer clear recommendations on how to improve outcomes, highlight systemic issues relating to abuse.
- Support OCVs to raise matters of concern affecting people in residential care, and the services and systems that impact them.
- Review the implementation of Australia's Disability Strategy.



# Pillar 5: Organisational capability

Build and maintain organisational capability to effectively respond to current and emerging issues, and our staff are engaged and they have the tools they need to do their job well.

## Strategic focus

- Meaningfully live and breathe our values in our day to day work
- Continually invest in learning and development programs to suit the ongoing and evolving needs of our staff
- Build long term partnerships with other organisations to leverage skills, resources and amplify our work (we can't do it alone)
- Continually focus on the role of emerging technologies as a means to improve our work and access to our agency from the community

## Our role

- Build on existing wellbeing and roadmaps that contribute to staff development, including OCVs
- Embed our values into our workplace.
- Continually review and update IT systems so they can support our work and provide access to our information for the public.

