

STRATEGIC PLAN 2022–2025



CUSTOMER-FIRST



SUSTAINABILITY



QUALITY-DRIVEN



OUR PURPOSE

Enabling
independence
for people living
with disability.



OUR VISION

A community working
in partnership to
support people with
a disability to live the
life they choose.

Founded in 1947 by a group of parents
to give their children with disability a better quality
of life through access to education and social inclusion.

OUR VALUES

Sylvanvale embraces a strong person centred approach, personal choice and personal outcomes for people and their families. We value:



BELONGING

We know that a sense of inclusion is critical to wellbeing. We value culture, community and two-way communication.



CHOICE

We understand that choice is a fundamental human right and support the right to exercise choice and control at all times.



CONTRIBUTION

We work with others and value their input as we believe this builds stronger communities and networks to support individuals to achieve their goals.



RESPECT

We honour diversity and difference; through active listening we support our customers and each other to make choices that are right for their individual circumstances.



SAFETY

We ensure the physical safety and health of our customers and each other as a priority.

WHO WE ARE

Today we support children and adults from a range of cultural backgrounds to live and participate in their community, as they choose.



OUR GOALS



01 CUSTOMER-FIRST PHILOSOPHY AND CULTURE

Provide high quality services that meet the needs of our customers and the choices they make.



02 QUALITY-DRIVEN PRACTICE

Through a capable and informed workforce, foster a positive culture that supports high-quality supports and flexible service delivery.



03 SUSTAINABILITY MANAGEMENT

Improve our productivity and efficiency to support growth, innovation and sustainability.

OUR LOCATIONS

1. Blue Mountains
2. Penrith
3. Blacktown
4. Hills Shire
5. Wollondilly Shire
6. Liverpool
7. Fairfield
8. Cumberland
9. Canterbury-Bankstown
10. Georges River
11. Bayside
12. Camden
13. Campbelltown
14. Sutherland Shire

 Clinical Services

 Support Coordination

GREATER SYDNEY

-  Supported Independent Living
-  Community Hubs and Centre Based Activities
-  Mikarie Child Care Centre
-  Living Support

OUR SUPPORTS AND SERVICES



SUPPORTED INDEPENDENT LIVING



LIVING SUPPORT



CLINICAL SERVICES



SUPPORT COORDINATION



COMMUNITY HUBS

