



Strategic Plan 2026 - 2029

We put customers first by working as one team. We achieve excellence through people united by one purpose. We grow sustainably because we move in the same direction. And we strengthen inclusive communities by supporting clients to have empowered voices, meaningful choices, and full participation — because our one purpose is to help people live the lives they choose.

Our Values

Belonging

We know that feeling welcome and included 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 always exercise choice and control.

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.

Our Purpose

Enabling independence for people living with disability to live the life they choose.

Our Vision

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



Strategic Pillars

Aligned Strategic Theme

Objectives

Our Impact

Customer-first philosophy

Our customer-first philosophy is at the heart of everything we do. We are committed to delivering high-quality, person-centred services that reflect the choices and needs of the people we support. By aligning our practices with regulatory frameworks and continuously evaluating our service model, we ensure our approach remains responsive, safe, and respectful for individuals and families.

Deliver person-centred services that reflect client choices and needs, ensuring compliance and continuous improvement in service quality.

The people we support will experience a more personalised, responsive and high-quality service that reflects their choices and needs, leading to greater satisfaction and trust in Sylvanvale.

Quality-driven practice / Excellence through People

We are committed to fostering a culture of quality through a capable and informed workforce. By empowering our people and creating a sense of belonging we ensure that every support we provide is responsive, consistent, and aligned with the highest standards of care. (choice, respect & safety)

Empower a skilled and engaged workforce to deliver flexible, high-quality supports through a culture of continuous learning and improvement that also creates a strong sense of belonging.

A skilled, engaged and values aligned workforce will deliver consistently high-quality supports, driving better outcomes for the people we support and a stronger organisational culture.

Growth and Sustainability

We are focused on building a sustainable future by improving productivity and efficiency across our operations. Through innovation, smart use of technology, and continuous improvement, we aim to support long-term growth and expand our impact, delivering high-quality, reliable services that empower more people, more effectively.

Drive long-term sustainability and growth by enhancing operational efficiency, leveraging technology, and expanding our services to support more people with high-quality, reliable solutions.

Sylvanvale will expand its reach and impact while operating more efficiently and sustainably, ensuring long term viability to support more people with disability.

Inclusive Communities and Empowered Voices

We advocate for inclusion, amplify the voices of those we support, and foster meaningful partnerships that empower individuals to participate fully in their communities. Through active listening, collaboration, and visibility, we build a culture where choice, respect, and belonging are not just values, they are lived experiences

Foster inclusive communities by amplifying lived experiences, advocating for choice and belonging, and building partnerships that enable full participation for people with disability.

People with disability will be more visible, heard and included in their communities, with greater opportunities for choice, respect and belonging.