



Our Vision, Purpose and Value

Our Enduring Vision

Creating inclusive communities where everyone has a fair go

Our 2020 Vision

We will provide exceptional experiences for people with a disability to achieve their goals

Our Purpose

We work together with people who have a disability
We listen and respond effectively to meet agreed goals
This is the Tipping Way

Our Value

Respect – We respect each other by:
Believing in human potential
Acting with integrity
Listening actively
Learning and developing through experience

Our Strategic Priorities

1 Service Growth

Outcomes	Goals
We are recognised for customised client focussed service	Develop client focussed staff and teams
We significantly increase the number of clients with individual packages	Increase client numbers year on year
We significantly increase housing arrangements in Victoria with a focus on regional Victoria	Increase our number of housing arrangements
We will be recognised for delivery of innovative options in the area of placement for Child Youth and Family Services	Develop and implement creative placement solutions

2 People

Outcomes	Goals
Our people deliver positive, safe and healthy client and staff outcomes	Develop high performing, empowered and outcome driven teams
Our workforce is engaged, diverse, talented and stable	Create workplaces that are positive, healthy and passionate
Our leaders role model empowering and adaptive behaviours	Attract, develop and retain leaders and staff who transform and build exceptional cultures Leaders demonstrate that action learning converts to results and outcomes

3 Transformation

Outcomes	Goals
Our systems, processes and practices are re-engineered with the client as the priority (Finance, HR, IT and Services)	Ensure our clients have an effective, efficient and exceptional experience
Information is captured in real-time, once, for seamless and immediate use	Ensure the integration of our systems allows single point capture and multiple point use of data/information Establish baselines and map improvements Integrate systems to achieve common reporting methodology and data
Our people are accountable and actively engaged in change	Business Transformation is a priority for all focus areas

4 Relationships

Outcomes	Goals
We are recognised as having expertise and influence in our sector	Develop and promote areas where we can take leadership in the sector – eg. Person Centred Active Support; Client satisfaction research; Zero Tolerance to abuse; Children with a disability; Innovation
We will have demonstrated relationships with Community Groups, Universities, Philanthropic Trusts and other like-minded organisations	Existing relationships are renewed and created that strengthen the achievement of our purpose
We investigate and develop partnerships with like-minded organisations	New partnerships are created that strengthen the achievement of our purpose
Greater capacity to communicate with all clients	Develop and implement a range of two way communication touch points for clients
One organisation with one brand	Vista becomes part of Tipping

5 Resources

Outcomes	Goals
Our resources (people, finances, capital, assets) are agile enough to maximise our opportunities.	Resources can be accessed quickly to take advantage of opportunities Balance sheet is structured to maximise opportunities
We are operating profitably and reinvest to deliver our purpose	All services must be delivered in a financially sustainable way
We take calculated risks to achieve ongoing growth	Growing in a sustainable way, year on year
Our revenue becomes more diverse	Alternative income streams, outside current funding, are growing



We work together so everyone has a fair go

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