

Strategic Plan

2024 - 2028

Statement of Purpose

Independence Australia is a social enterprise that provides choices for people with a disability or other personal need, enabling them to regain and retain their independence within an inclusive community.

Our values

Customer Centric

Ensuring that customers have choice and control is paramount in our decision making

Valued People

We are inclusive, diverse and ensure the safety and wellbeing of our people



One Organisation

Sharing a common purpose supported by teamwork, collaboration and accountability

Strive for Excellence

We value and reward innovative thinking, proactivity, resourcefulness and responsiveness

Our strategic intent

Our strategic intent is to deliver a positive and sustainable impact for people with a disability or other personal needs.

We will do this by:

- Putting our **customers first** in everything we do
- Leveraging our **social enterprise** capabilities to support our core purpose
- Delivering **social impact** that improves the wellbeing of people within the community
- Delivering **good governance** that guides the organisation to deliver on its core purpose

Our strategic ambition

In 5 years to significantly expand our impact in a positive and sustainable way.

We will do this by:

- Providing products for people to live independent lives
- Expanding our services to support people with disability
- Being an employer of choice in the NDIS environment