

BrainLink Services Strategic Plan 2019-2022

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OUR VISION	<p>People living with brain injuries, their families and carers, receive the support they need to live fulfilling lives.</p>	OBJECTIVES	<p>Build the capacity and ability of people with brain injuries, their families and carers to live fulfilling lives</p>	<p>Be the trusted experts in linking people living with brain injuries to effective and timely supports</p>	<p>Continually improve quality, reach, flexibility and responsiveness of Services</p>	<p>Ensure a strong, agile, sustainable and transparent organisation</p>
OUR MISSION	<p>BrainLink connects people affected by brain injuries to the care, support and networks they need to live the healthiest, richest life possible</p>	STRATEGY	<ul style="list-style-type: none"> • Deliver targeted learning opportunities and tools for navigating the health and disability systems • Analyse update and report service gaps and needs of consumers • Deliver targeted, responsive and appropriate services • Provide expert education to build capacity of carers 	<ul style="list-style-type: none"> • Regularly map available services and supports • Deliver expert advice about specific service requirements and complex behaviours • Provide leadership and active influencing in health, disability, aged care and carer networks 	<ul style="list-style-type: none"> • Explore and develop partnership opportunities • Regularly monitor, evaluate and improve services • Invest in organisation capacity building • Deliver services equitably 	<ul style="list-style-type: none"> • Identify and invest in options for diversification • Engage and position BrainLink specialised support services to attract consumers • Deliver transparency of the organization, strong governance, sound risk management and communication
OUR VALUES	<ul style="list-style-type: none"> • Quality: in our service, advice and advocacy • Integrity: doing what we know to be right • Respect: for those we work with • Equity: access for all who need and want our services • Innovation: exploring better ways 	OUTCOMES	<ul style="list-style-type: none"> • People with a brain injury receive the care they need • People who care for someone with a brain injury are empowered, connected and supported • BrainLink is aware of service issues, gaps and opportunities • BrainLink translates its knowledge into timely information or services for consumers 	<ul style="list-style-type: none"> • People impacted by brain injury trust BrainLink • BrainLink information is up to date and useful for consumers • Needs of those with a neurological condition and their carers remain on the policy and government agenda • BrainLink has a strong presence nationally for information referral and expertise in the brain injury field 	<ul style="list-style-type: none"> • Services are available where they're needed • Stronger consumer voice to use for advocacy, awareness and marketing • Consumers choice for services 	<ul style="list-style-type: none"> • Organisation is healthy and viable • A diversified income stream • Identified, viable opportunities and services are developed • Increased awareness of BrainLink