



STRATEGIC PLAN

2025 - 2027



Easy Read

PALS^{INC}
PROVIDING ALL
LIVING SUPPORTS

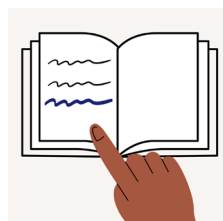
About Easy Read



This is an Easy Read book.



Easy Read uses pictures to explain ideas.



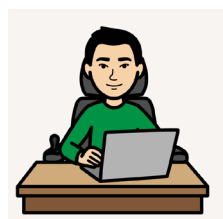
New words are **bold and blue**.



We tell you what new words mean.

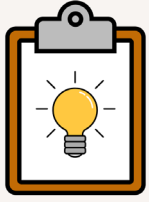


Easy Read includes key information.



Get more information on our website
www.palsinc.org.au

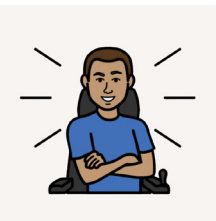
About this book



This book explains our **Strategic Plan**.



Our plan says how we will keep making our service better over time.

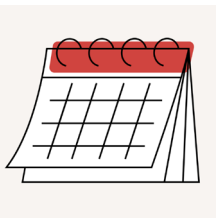


Our plan will help us

- be a great place for our clients and staff



- plan ways to grow over time.



Our plan goes from **2025** to **2027**.

Our plan has 3 parts

1. Keep PALS strong for the future

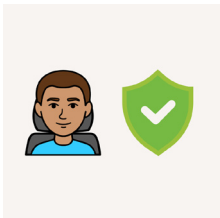


We will keep PALS strong for the future by

- growing our services



- giving you the supports you need



- making sure our services are safe



- respecting you, including how you like to communicate



- building trust.

2. Make PALS better at what we do



We will make PALS better by

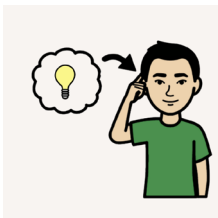
- making our service a great place to work for staff



- helping people see PALS as a place they can trust



- using **data** to make our service better for everyone.



Data is information about how people use our service.



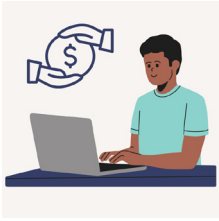
We look for patterns in data to see

- what is working over time



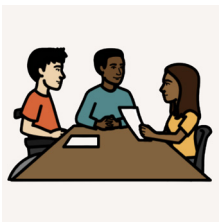
- what is **not** working and how we can get better.

3. Grow and improve PALS services



We will grow and improve by

- looking for new ways to expand our services so that PALS can stay strong over time



- making a plan to use our money in a way that is best for everyone



- using data to grow our services and stay strong into the future.

Our Vision, Mission and Values

Our Vision



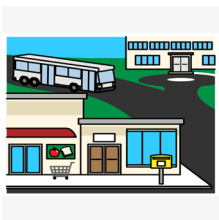
Our vision means we want the community to welcome everyone, including disabled people.

Our Mission



Our mission is to help make services better so people feel connected to

- each other



- the community.

Our Values



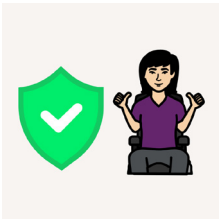
We have 4 **values**.



Values are the things we care about.



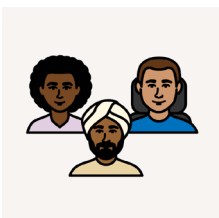
1. **Belonging** means everyone feels welcome.



2. **Integrity** means we do what is right.



3. **Reliability** means we follow through.



4. **Respect** means we treat everyone with equal fairness and kindness.

Contact us



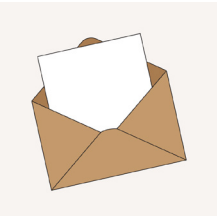
Visit our website at palsinc.org.au



Email us at info@PalsInc.org.au



Call us on 03 5862 2641



Post a letter to
PO Box 735
Yarrawonga VIC 3730

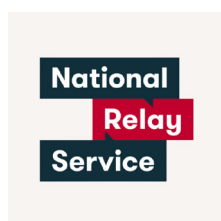


Find our main office at
Suite 8 Level 1/3 Witt Street
Yarrawonga VIC 3730

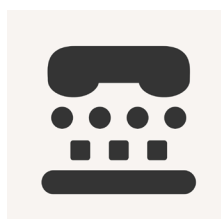
Help to call



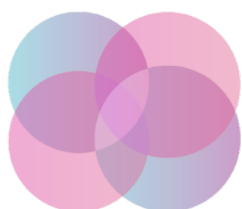
Call 131 450 for the Translating and Interpreting Service if English is not your first language.



Call 1800 555 660 for the National Relay Service if you have communication support needs.



Call 1800 555 677 if you use a teletypewriter or TTY.



Embrace **Access**

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