

Tandem

Supporting independence and growth within the home and community

Tandem is a not-for-profit community organisation providing in home and in the community respite, personal care and social support for children and young people with disabilities, adults with disabilities, people living with mental illness, frail elderly people, and their families living in the ACT.

STRATEGIC PLAN 2008-2010

Our Mission

Promoting independence and quality of life through respite, personal care, and social inclusion.

Our Vision

Contribute to the ACT Community by working in tandem with individuals and their families.

Our Values

Passionate, Persevering and Professional
Creative and Caring
Respectful and Responsive
Active and Accountable



Outcome	Initiatives/Strategies
<p>Key Goal One: OUR SERVICES</p> <p>Innovative, quality and tailored support to individuals and families, including in-home and community-based respite, social support and personal care.</p>	<ul style="list-style-type: none"> • Consolidate current services and programs. • Enhance recreational, leisure and sporting opportunities for clients. • Identify opportunities for early intervention programs. • Develop a framework for continuous improvement in service delivery focussing on strength based models. • Record and analyse program outcomes. • Review gaps in services and identify opportunities to address unmet, under-met and emerging needs. • Consult and network with clients, community and industry professionals.
<p>Key Goal Two: OUR INFLUENCE</p> <p>Promotion of the strengths and needs of our clients and of the services we provide with the aim of growing those services and giving more individuals and families access to them.</p>	<ul style="list-style-type: none"> • Enhance community awareness of our services, and the strengths and needs of our clients. • Identify opportunities for expansion in government funding through grants and additional programs. • Establish partnerships with corporate entities for the development and expansion of programs and activities. • Expand fundraising through workplace giving, and other tax-deductible mechanisms. • Expand volunteering opportunities. • Develop collaborative projects with government, other service providers and community groups.
<p>Key Goal Three: OUR ENVIRONMENT</p> <p>A strong, productive, professional, and accountable organisation.</p>	<ul style="list-style-type: none"> • Create information kits for staff, clients and community about our services. • Consolidate the organisation's policies and procedures. • Develop risk assessment strategies for service delivery and business systems. • Evaluate services and programs. • Report to the community regularly on our services and achievements. • Consolidate client data. • Develop information management strategy and upgrade business systems for managing staff, payroll, procurement, security and internet use. • Identify workforce needs and enhance recruitment and staff retention strategies. • Explore options for development of accredited training programs. • Provide career pathways for staff. • Develop staff and Board succession planning. • Consolidate accommodation. • Explore longer term capital works initiatives. • Develop a sustainable environment policy.