

Strategy on a Page 2025 -2028

NADO'S NEXT LEAP FORWARD

WE BELIEVE that everyone deserves a fulfilling, dignified life marked by genuine human connection. We hold that all people - regardless of age or disability - should enjoy the rights, opportunities, and support that help them deliver the life they aspire to.

OUR PURPOSE is to create person-centered pathways and services that transform the lived experience for older adults and people living with disability in western Sydney. We focus on understanding each individual’s aspirations and tailoring support to ensure dignity, independence, and genuine connection.

By 2028 we will have organically grown, meeting unmet need for our existing services and by delivering new services into Aged Care.

We will achieve this goal by focusing on these four pillars



OUR QUALITY SERVICES



OUR SERVICE EXPERIENCE



OUR PEOPLE



OUR EFFICIENCY

By 2028, we will lead our region in delivering superior participant outcomes. We will do this by enhancing the quality of our services and by increasing the quantity of those delivered. We are committed to continuous improvement through codesign principles, automation and efficiency. Our strategic focus on deepening our quality whilst broadening our service offerings ensures that every participant receives quality services that drives positive, life-enhancing impact. This quality will reinforce our role as a trusted leader in the sector.

By 2028, our participants will experience care that is truly person-centered, culturally sensitive, and seamlessly connected to the right part of the system when they need it. We will streamline participant on-boarding, ensure efficient staff matching, and implement robust feedback-to-action mechanisms. This approach ensures that our services are not only responsive but also tailored to the individual aspirations and needs of those we serve—delivering a uniquely engaging and transformative experience.

By 2028, we will achieve recertification of Employer of Choice. Our people are the heart of NADO, and we will invest in their professional development, well-being, and work-life balance. Through specialised training - from crisis intervention to cultural awareness - and flexible, supportive practices, we will nurture a workforce that not only retains top talent but also fuels positive word-of-mouth and brand reputation. Together, we create an environment where every team member is empowered to deliver exceptional care and drive meaningful change.

By 2028, NADO will achieve high impact through an efficient and modern organisational model. Leveraging digital innovation, automation, and integrated systems - from CRM to cloud-based operations - we will optimize staff utilization and resource management. Our commitment to operational excellence, including streamlined rostering and real-time incident tracking, will enable us to deliver scalable, high-quality services that meet the evolving demands of our community while maximizing value across the organisation.

OUR PILLARS WILL BE ENABLED BY

TECHNOLOGY & DIGITAL

We will harness digital tools and automation to connect our systems, streamline processes, and enhance communication. From CRM integration and cloud-based operations to efficient rostering and incident tracking, technology underpins every pillar—boosting service quality, operational efficiency, and the overall participant and staff experience.

COLLABORATION

Our success is driven by co-designing services with those who have lived experience. By forging strong partnerships with people with lived experience, carers and families, we co-create the services that make a difference. This approach fuels innovation, enhances our service capabilities, and propels shared progress across our people, service experience, impact, and efficiency.

WORKFORCE

Investing in our people is central to our mission. We will prioritise continuous learning, specialised training (from crisis intervention to digital skills), and robust well-being initiatives to foster a resilient and engaged workforce. This enabler ensures that our staff are equipped to deliver person-centered care and drive transformative change.

PARTNERSHIPS

Our success relies on building strong and financially supportive relationships. By partnering with local health services, community organisations, business and industry leaders, we raise the funds we need to deliver the quality we are known for, supporting codesigned innovation and extending our service capabilities.

OUR VALUES

RESPECT

We respect our customers, colleagues, communities and regulatory obligations. We aim to create trusted and enduring relationships with all stakeholders to achieve mutual and positive outcomes. We are committed to upholding the rights and freedoms of people living with disability

TEAMWORK

We are committed to being a welcoming, inclusive, accessible and diverse organisation. We promote equality across all facets of our organisation and value the wisdom and contributions of people with diverse life experiences.

INCLUSION

We believe that working together as a team enriches our relationships with colleagues, customers, participants and their families, providing unique opportunities for learning and development as we continue to strive for service excellence.