



# Strategic Plan 2023 – 2025



**Assistance Dogs  
Australia®**





## We want to see Australians with disabilities leading a better life by having access to an Assistance Dog or Animal Assisted Services.

We work to meet demand in providing the best quality assistance dogs and related services that we can. Assistance Dogs provide a great sense of security, confidence, comfort and independence to clients.



### **Our Mission**

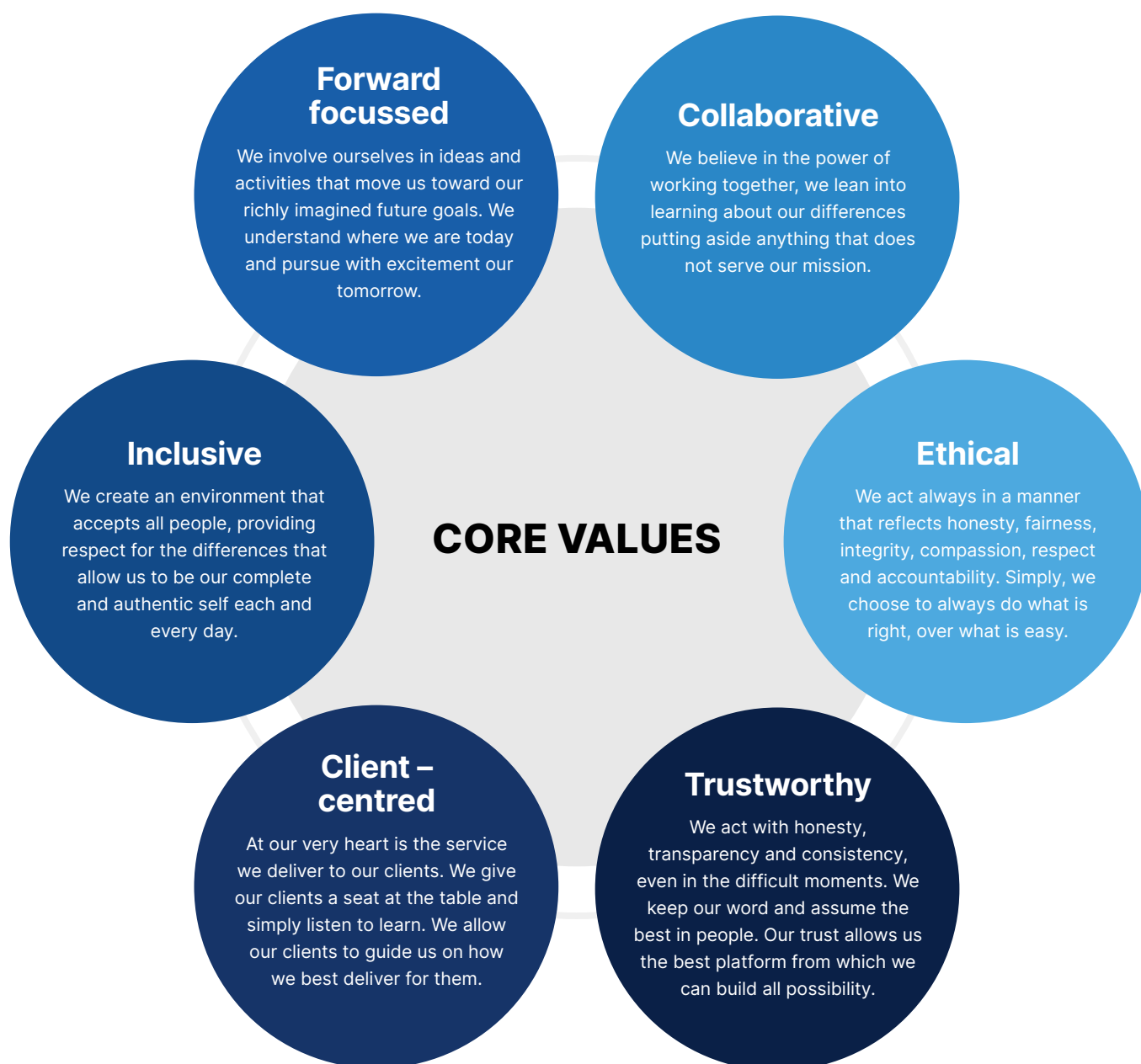
To enhance connection and independence for people living with a disability.



### **Our belief**

We know and understand the power and evidence of the human-animal bond and what can be achieved because of our processes.

# Our core values



# The need for our services

For Australians living with disability completing daily living activities and accessing the community can be near impossible. Potentially impacted by social isolation, decreased connection to the community and a lack of understanding. Australians living with disabilities are finding it difficult to live their best lives; but it doesn't need to be this way.

An Assistance Dog can complete daily tasks that an individual with disability may not be able to do themselves; such as picking up a dropped phone, opening a door, pressing a traffic light button and alerting for help in an emergency. Amongst these practical tasks, an Assistance Dog also assists in bridging the social isolation gap, many assistance dog handlers report an increase in confidence, increased connection and increased accessibility to critical areas in the community.

Our Assistance Dogs placed with clients who have physical diversity, Autism, Post traumatic Stress Disorder benefit from their Assistance Dog going everywhere with them. Accredited with public access and protected by state & federal legislation, these super dogs can go anywhere a human goes.<sup>1</sup>



**1 in 5** Australians are living with a disability, **2.1 million** are those of working age<sup>1</sup>



**1 in 70** people living in Australia have Autism spectrum disorder; **83%** of which are under 25 years at the time of diagnosis<sup>2</sup>



**12%** of Australians will experience Post Traumatic Stress Disorder in their lifetime<sup>3</sup>



**60%** of Australians living with a disability require support to complete **10 or more** activities for daily living<sup>4</sup>



NDIS expenditure for 2022 - 2023 is forecast around **\$35 billion**<sup>5</sup>



Over **660,000** Australians receive disability support payments forecast to cost the government **\$18billion p/year** by 2025<sup>6</sup>

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1 - With exceptions including a commercial kitchen or operating theatre

1. Disability statistics - Australian Network on Disability ([and.org.au](http://and.org.au))
2. Autism prevalence rate up by an... - Autism Spectrum Australia (Aspect)
3. Post-traumatic stress disorder (PTSD) ([sane.org](http://sane.org))
4. Specialised supports for people with disability - Australian Institute of Health and Welfare ([aihw.gov.au](http://aihw.gov.au))
5. National Disability Insurance Scheme funding - Parliament of Australia ([aph.gov.au](http://aph.gov.au))
6. Welfare—what does it cost? - Parliament of Australia ([aph.gov.au](http://aph.gov.au))

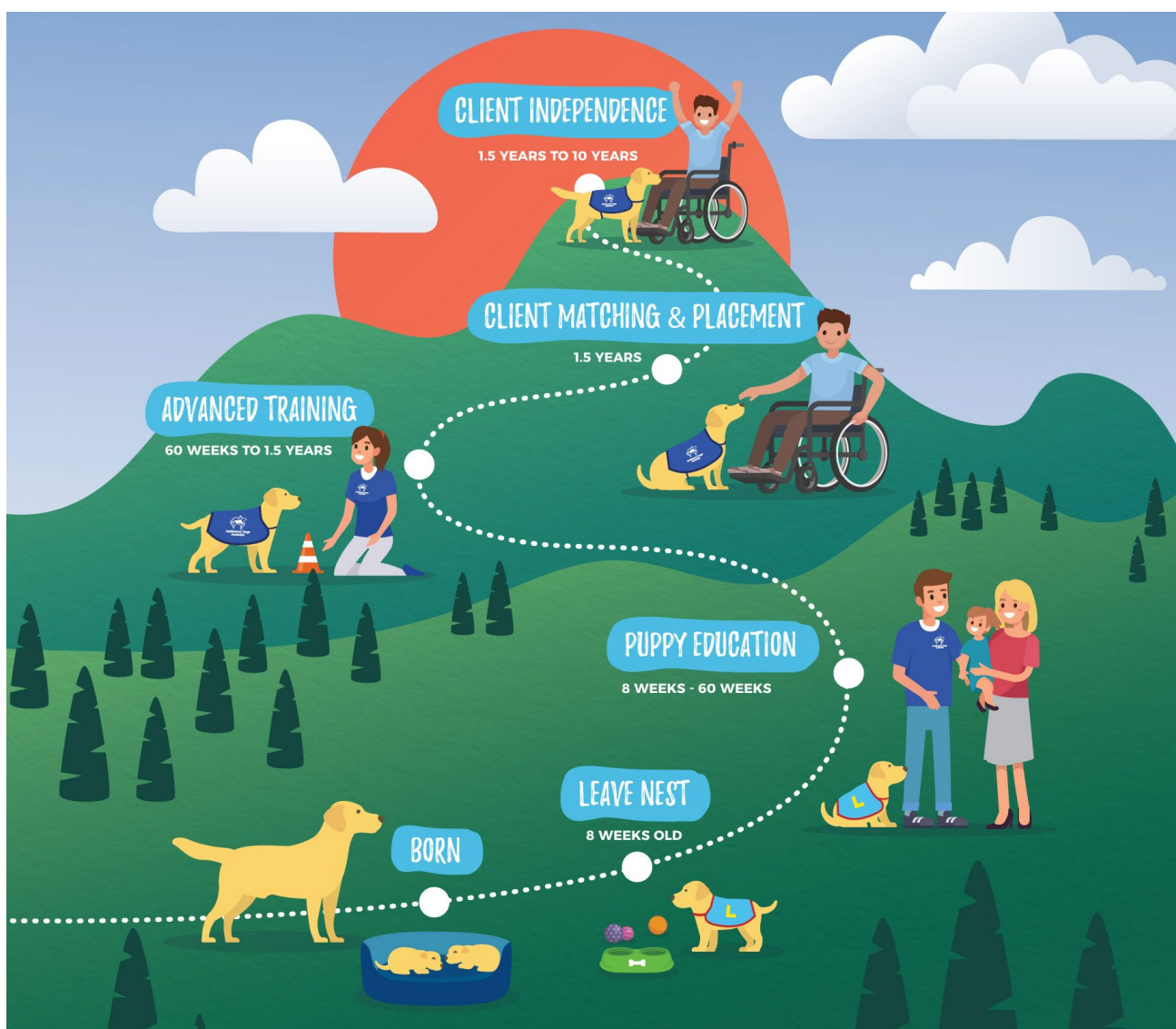
# Our journey so far

Assistance Dogs Australia has been in operation for the past 27 years, accredited with internationally recognised standards our team of dedicated staff, devoted volunteers and generous philanthropic individuals + organisations makes Assistance Dogs Australia what it is today.

Today, Assistance Dogs Australia supports over 200 clients & their assistance dogs to maintain connection to their community. With dog placement programs including Physical

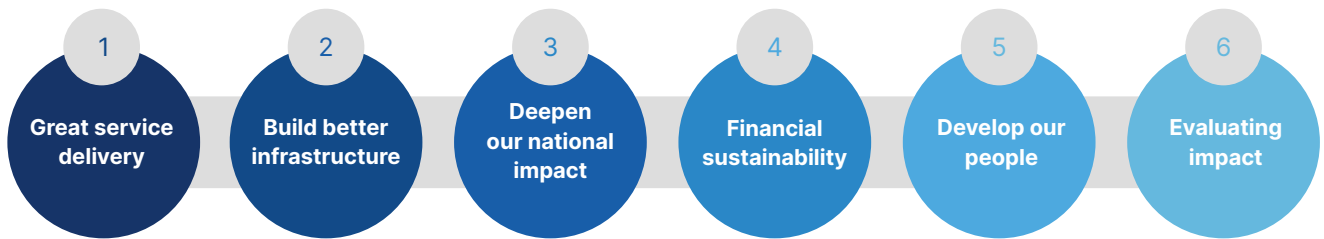
Diversity, Autism, Post Traumatic Stress Disorder, a range of facility programs (including Education Support); plus our Animal Assisted Services, Assistance Dogs Australia is arguably an organisation with one of the most diverse program offers in its kind.

Our tomorrow is exciting, with phase one of our National Training centre being built in Sydney; our capacity to train Assistance Dogs will double - making our service one of the largest in the southern hemisphere.





# Strategic pillars



**1. Great service delivery** – we will deliver a best-practice, client-centric approach in everything we do.

**2. Build better infrastructure** – we will enable an efficient Australia-wide approach through our infrastructure; from facilities to software and systems

**3. Deepen our national impact** - we will strengthen our collaborations with other organisations to increase our reach

**4. Financial sustainability** - we will raise sufficient funds to grow and execute our strategic plan by expanding and diversifying our income streams

**5. Develop our people** - we will invest in our people, including our volunteer workforce to retain and attract high quality talent.

**6. Evaluating impact** - we will evaluate the impact of what we do so that our stakeholders , communities and legislative bodies are fully informed.



# Strategic Plan 2023-2025

GOAL	DELIVERY
Great service delivery	<p>We will deliver a best-practice, client-centric approach in everything we do</p> <ul style="list-style-type: none"> <li>• Reduce waiting time for an Assistance Dog to approximately 6 months</li> <li>• Developed network of champion clients &amp; volunteers to support capturing relevant client/volunteer needs to programs, feedback, and lobbying</li> <li>• Client feedback &amp; volunteer capture scores a NPS of over 80%</li> <li>• Donor retention is over 90% demonstrating our exceptional donor experience</li> </ul>
Build better infrastructure	<p>We will enable an efficient Australia-wide approach through our infrastructure; from facilities to software and systems</p> <ul style="list-style-type: none"> <li>• Phase 1A National Training Campus at Orchard Hills is built</li> <li>• Back-end integration of all systems to deliver 'one ADA' IT approach</li> <li>• Convert Waterfall kennels to breeding facility</li> <li>• Employ best practice approach to data management</li> <li>• Hub and spoke model formulated for our state-based infrastructure needs</li> </ul>
Deepen our national impact	<p>We will strengthen our collaborations with other organisations to increase our reach</p> <ul style="list-style-type: none"> <li>• Footprint expansion of frontline workers to every major state</li> <li>• Analyse opportunities for inorganic growth to increase economies of scale</li> <li>• Collaboration with local &amp; global service providers</li> <li>• Grow donor contribution and numbers in every state</li> </ul>
Financial sustainability	<p>We will raise sufficient funds to grow and execute our strategic plan by expanding and diversifying our income streams</p> <ul style="list-style-type: none"> <li>• Grow all fundraising streams to deliver \$12.5M revenue by year end 2025</li> <li>• Build a diverse fundraising portfolio, increase our donor base and enhance reporting capabilities.</li> <li>• Advocate &amp; pursue increased accessibility to NDIS funding</li> <li>• Allied health service to contribute 20% (of AHS earned revenue) to ADA EBIT</li> </ul>
Develop our people	<p>We will invest in our people, including our volunteer workforce to retain and attract high quality talent</p> <ul style="list-style-type: none"> <li>• Deliver both a Diversity + Inclusion and Reconciliation Action Plan</li> <li>• 90% retention rate of staff</li> <li>• Designated Employer of Choice by end 2025</li> <li>• Deliver an enhanced employee &amp; volunteer experience</li> <li>• Year on year improvement of staff engagement score</li> </ul>
Evaluating impact	<p>We will evaluate the impact of what we do so that our stakeholders, communities and legislative bodies are fully informed</p> <ul style="list-style-type: none"> <li>• Repeat HLB Mann Judd impact study</li> <li>• Develop pro bono collaborations with impact agencies to further communicate our SROI</li> <li>• Deliver sustainability strategy</li> <li>• Plan for Longitudinal Study in partnership with high calibre University</li> </ul>





**Assistance Dogs  
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## **Contact information**

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Registered  
NDIS provider