



Strategic Plan

2024-2027

Introduction

As Nulsen Disability Services embarks on its 70th year of service to the Western Australian community, we reflect on our rich history and the impact we have made over the decades. Since our founding in 1954, we have been dedicated to providing exceptional Supported Independent Living and therapy services to people with disability, empowering them to live their best life.

Our vision for the future is shaped by our past achievements and the lessons we have learned along the way. As we celebrate 7 decades of service, we reaffirm our commitment to being a leading provider of Supported Independent Living and therapy services in Western Australia, setting the standard for excellence in care and support.

Strategic Plan

This Strategic Plan 2024-27 serves as a roadmap, guiding Nulsen as we work towards our vision of a community where everyone belongs and feels connected.

Nulsen will provide high quality Supported Independent Living and therapy supports to people with complex disability within the context of the National Disability Insurance Scheme and other funding bodies.

Our purpose is to empower people to live their best life.

Our values guide everything we do. We are:

- ✦ Collaborative
- ✦ Compassionate
- ✦ Courageous
- ✦ Resilient
- ✦ Respectful

Strategic goals

Nulsen is at a mature stage of its lifecycle. The focus is on quality, financial sustainability, keeping up with evolving trends and minimising risk.

CAN Do; Refocus and Restrengthen Culture at Nulsen



Financially sustainable SDA Housing Strategy



Process modernisation and digitisation



Connect with Community



Empowering people to live their best life

Strategic objectives

CAN Do Culture at Nulsen



Continue action on the 7 themes:

1. Provide regular and authentic communication
2. Social Role Valorisation training for everyone
3. Ensure our leaders are visible, compassionate and provide clear direction
4. Rebuild family connections
5. Our standards are high – make sure everyone is clear, capable and motivated to uphold them
6. Provide functional and effective IT systems
7. Improve reward and recognition for all employees.

Housing Strategy



- Continuation of the Specialist Disability Accommodation Project. We will work in partnership with SDA providers, participants and families to identify and transition participants (where eligible) to new purpose-built SDA homes that are long term financially viable.
- Identify funding opportunities to upgrade and refurbish legacy stock.

Process modernisation and digitisation



- Implement the Lumary CMS system to all Nulsen SIL homes
- Improve connectivity between head office and homes
- Improve efficiency of roster to pay and roster to claims cycles.

Connect with Community



- Continued development of the Nulsen Community Council as advisors to the Board and Nulsen executive on service development matters from a lived experience and represent the organisation at a sector level as required.
- Develop a mobile maintenance prototype to offer current therapy participants cost-effective and prompt repair solutions.



Empowering people to live their best life

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