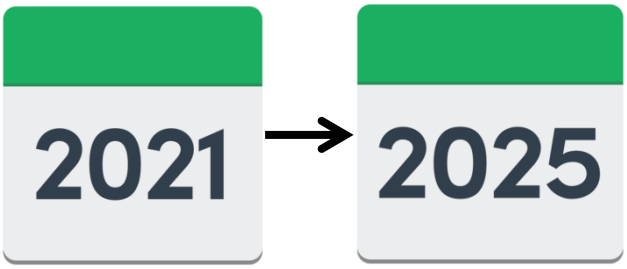
Avista

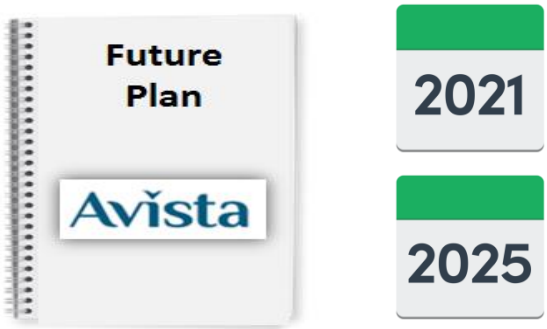
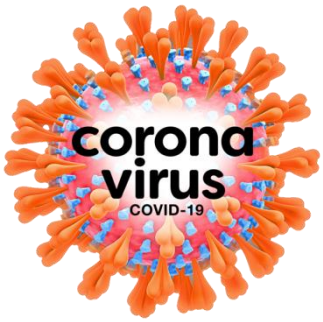
Strategic Plan
2021 - 2025

Easy Read Version

What is a **strategic plan**?

	A strategic plan is a plan for the future of the service.
	It is a plan for a period of time: This plan is for 5 years.
	The plan looks at how to make the Service better.
	The Service wants to help people, so that they can live their own best life.

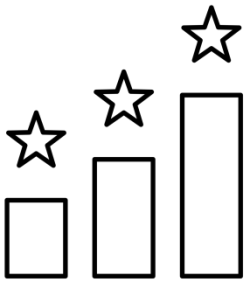
A message from the CEO

	Natalya Jackson is the CEO of Avista.
	In 2019, we took time to find out what was working well, and what needed to change, in the service.
	We developed a new Mission and a new Vision, For the years 2021-2025
	However, COVID-19 arrived. Our plans changed.

A message from the CEO

	Our lives changed. We had to do things differently.
	We are moving forward now, and trying to work in new ways and with new goals.
Avista	We have a new name. We are Avista.
SERVICE COLLABORATION RESPECT JUSTICE EXCELLENCE CREATIVITY	We still have the same core values as we move forward.

A message from the **Sr. Goretti**

	Sr. Goretti Butler is the Provincial Leader & Former Chair of the Daughters of Charity
Avista	Sr. Goretti was on the Board that helped choose the new name for the Service. She was involved in this Strategic plan.
	The board are proud of all of the achievements of the organisation.
	On behalf of the Daughters of Charity, Sr. Goretti sends her best wishes to Avista.

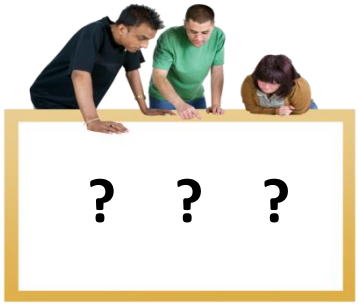
A message from the Chair

	John O' Quigley is the Chair of the board at Avista.
	COVID19 pandemic changed all our lives, and how we work. Everyone showed great resilience in a difficult time.
	Looking forward, the Service wants to support people to live their best life, as they see it for themselves.
	The Service wants to help people develop their own skills and be able to live a full life in society.

Making the **strategic plan**

	The Service talked to a lot of people.
	All the information was put together.
The information helped us to look at:	
Challenges / opportunities 	What is working well / not working well

Our Vision and Mission

	The Service wants to make a plan for the future.
	The service wants to make a plan for how to do this.
	The service wants to make a plan for what to change.
	The service wants to support people to have a good life.

Our Vision

	People living their best lives.
	People living as active citizens.
	People living in an inclusive society.

Our **Mission**

	Working with people to live their best life.
	Deliver quality Services to people.

Our Core Values

The core values stay the same:

SERVICE	Holistic approach characterised by quality and compassion.
RESPECT	A high regard for the dignity of each person.
EXCELLENCE	Developing and maintaining the highest standards in our service.
COLLABORATION	Mutual support for the total development of each person.
JUSTICE	Advocating for the rights of the people we support.
CREATIVITY	Being innovative, imaginative and resourceful.

3,000

Avista provides support services to over 3,000 people and their families.

6

The Strategic plan has:

- 6 main goals

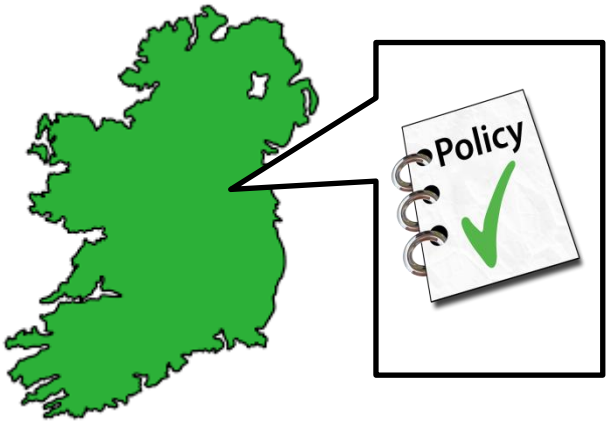
- 42 strategies

42

Our **Goals**

	Goal 1: The people we support will be at the core of our planning and delivery of quality services.
	Goal 2: We will develop and improve services and supports that we provide to children and adults who use our services.
	Goal 3: We will lead the way in improving the lives of the people we support, through innovation, building and sharing of evidence based practice and research.

Our **Goals**

	Goal 4: We will develop specialist services in line with national policy and in collaboration with key stakeholders.
	**Goal 5:** We will proactively influence national policies and strategies and lead change in our sector.
	Goal 6: We will develop our organisation to support the delivery of our service goals and ensure the delivery of quality services.

Here are some real life stories from people in Avista Service

This is **Catherine.**

She uses assistive technology to support her many roles.

She now has her own regular online news programme.

This is **Geraldine.**

Her goal was to be able to go out in the community in her own transport. She achieved this.

She wants to do many things in the community now that she can get around.

This is **Shirley.**

TEES helped Shirley to train for, and get a job.

Shirley has been working in Dunnes since 1997.

DUNNES STORES

This is **Aiden.**

He lives in his own home and he has a job.

Avista supports Aiden, with staff contact each week, to see if he needs any help.

Thank you to all the people who helped put this plan together.

Avista

St. Vincent's Centre,
Navan Road, Dublin 7

Avista.ie