



AWEN Case Management & Advocacy Strategic Framework

1. Vision Statement - Our Aspiration

"To foster an inclusive Australian society where every person, particularly those with a disability and older Australians, lives a self-directed, meaningful life, exercising their inherent rights and achieving full social and economic participation; underpinned by compassionate, ethical, and professional Social Work practice that champions social justice and respects the dignity and worth of all people."

2. Mission Statement - Our Core Work

"To deliver personalised, evidence-based, and capacity-building supports that maximise NDIS plan and Aged Care package (e.g., Home Care Packages) utilisation, empower participants and older consumers to exercise choice and control, and uphold the highest professional standards of integrity, empathy, and advocacy in partnership with participants, families, and communities."

3. Core Values - Our Guiding Principles

These values are drawn directly from the AASW Code of Ethics, NDIS principles, and the Aged Care Quality Standards:

- **Self-Determination** We respect and actively support every participant's and older Australian's right to choice, control, and self-direction over their lives and their supports - NDIS Principle & Aged Care Standard 1 (Consumer Dignity & Choice)
- **Integrity & Ethics** We commit to the highest professional standards, transparency, accountability, and the ethical conduct mandated by the AASW Code of Ethics - AASW Code
- **Social Justice** We actively challenge systemic barriers, advocate for equity and inclusion, and work to ensure all participants can access their human rights and navigate complex systems like My Aged Care without disadvantage - AASW Code & NDIS
- **Dignity & Respect** We treat all individuals with unconditional positive regard, recognising their unique strengths, experiences, and inherent worthwhile safeguarding against elder abuse and ageism - AASW Code & Aged Care Standards
- **Empowerment** We focus on building the capacity of participants and their support networks, fostering skills, confidence, and resilience for long-term independence and healthy ageing in place - NDIS Goal & Aged Care Objectives

4. Long-Term Objectives - Our Measurable Goals over 3-5 Years

These objectives are designed to translate the vision and mission into actionable, measurable strategic areas:

- **Participant Outcomes** Achieve an average participant-reported satisfaction rate of 95% with services, and document an increase in participants achieving their self-identified NDIS or Aged Care social, health, and economic participation goals - NDIS (Choice & Control) & Aged Care Standards
- **Workforce Excellence** Maintain 100% compliance with AASW Continuous Professional Development (CPD) requirements for all Social Work staff, including specialised training in aged care navigation, dementia support, and elder abuse prevention - AASW (Ethical Practice)
- **Community Impact** Successfully advocate for and implement policy or local community-based changes that reduce systemic barriers for people with disability and older Australians in the regions we serve - AASW (Social Justice/Advocacy)
- **Organisational Sustainability** Diversify funding (spanning NDIS, Home Care Packages, and Commonwealth Home Support Programme partnerships) and expand service delivery into new geographic regions, while maintaining financial health and high-quality service, ensuring long-term ethical support delivery - Strategic Growth

Alignment Rationale This statement is designed to incorporate the core principles of the NDIS, the AASW Code of Ethics, and the Aged Care Quality Standards:

1. Alignment with NDIS Principles

The NDIS is built on empowering participants.

- **Self-Direction and Choice:** The phrase "lives a self-directed, meaningful life" directly reflects the NDIS principle of choice and control, where participants have the authority to decide how their supports are provided.
- **Social and Economic Participation:** "Achieving full social and economic participation" aligns with the NDIS goal of enabling people with disability to engage in the community and employment, moving beyond a welfare model.
- **Inclusion:** "To foster an inclusive Australian society" reflects the scheme's objective to build community capacity and break down barriers to inclusion.

2. Alignment with AASW Code of Ethics and Guidelines

The AASW Code of Ethics emphasises professional values and commitment to social justice.

- **Respect for Persons:** "Respects the dignity and worth of all people" is a direct expression of the core ethical value of respect.
- **Social Justice:** "Champions social justice" addresses the ethical responsibility to confront injustice and advocate for equity.

- **Professional Integrity:** "Underpinned by compassionate, ethical, and professional Social Work practice" ensures the organisation commits to the high standards of practice and ethical conduct required by the AASW.
- **Human Rights:** "Exercising their inherent rights" acknowledges the Code's focus on human rights, which is also central to the UN Convention on the Rights of Persons with Disabilities (UNCRPD), a guiding document for the NDIS.

3. Alignment with the Aged Care Quality Standards

The Aged Care system is built on ensuring older Australians receive safe, respectful, and quality care.

- **Consumer Dignity and Choice:** "Respects the dignity and worth of all people" directly reflects Standard 1, ensuring older Australians maintain their identity, make informed choices about their care, and live with dignity.
- **Partnering with Consumers:** The commitment to "empower participants to exercise choice and control" aligns with Standard 2 (Ongoing assessment and planning), ensuring older Australians and their representatives are active partners in designing their care and support.
- **Advocacy and Navigation:** As Social Workers in aged care, we actively guide older Australians through complex systems (My Aged Care, Home Care Packages, Residential Care transition) to advocate for equitable access, prevent elder abuse, address grief and loss, and ensure their rights are upheld.

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