Blind Low Vision NZ – FY21 Business Plan

1 July 2020 to 30 June 2021

## Independence

Empower people through **on-going support services** including information, mobility, equipment and recreation, to realise their potential as citizens. Connect people with **technology** that is accessible and affordable, so they are **future ready**.

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| Specific Objective | **Revamp the current offerings via Equipment Solutions to provide a premium customer service experience, including relevant products, available information and advice.** |

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| Specific Objective | **Develop and implement a “refreshed” Adaptive Communications and Adaptive Technology Service (ACATS) programme for members to equip them to become skilled in the application of technology.** |

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| Specific Objective | **Increase the number of available dogs to be successfully matched on an annual basis via BLVNZ Guide Dogs programme.** |

## Educate and Equip

Core **rehabilitation/habilitation** services are the cornerstone of what we do and provide, including an emphasis on youth transition programmes towards acquiring the skills of job readiness, preparation and **employment** choices.

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| Specific Objective | **Develop and implement a “refreshed” employment programme for members to equip them to enter the world of work.** |

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| Specific Objective | **Refine and embed the youth transition programme into our core rehabilitation services.** |

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| Specific Objective | **Develop and implement online education and information that improves deafblind awareness, knowledge and skills in living with and supporting those who are deafblind.** |

## Social Inclusion

Enhance the **opportunities** for people who are blind, deafblind or have low vision by promoting the principle of society being **fully inclusive**. Encourage access for all to public services, information and the physical environment. Increase **awareness and public education**. Collaborate with consumer organisations to achieve measurable impact.

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| Specific Objective | **Raise awareness of the lack of accessibility in the digital world, with a focus upon achieving recognised benchmark minimum standards of accessibility.** |

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| Specific Objective | **Develop and implement a “refreshed” Ambassador programme to increase awareness and public education, specifically linked to our priorities, core values and for purpose focus.** |

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| Specific Objective | **Re-defining our role and responsibilities of providing opinion within the built environment, in collaboration with subject matter experts.** |

## For Purpose Organisation

Hold ourselves **accountable** to deliver the most cost effective and sustainable ways of working, including maximising the digital world to drive our decision-making. Inspire a **diverse** workforce with a culture of accountability, **performance** and recognition.

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| Specific Objective | **Create an organisational culture where our community embraces the values of person centred, collaborative, adaptable and accountable.** |

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| Specific Objective | **On-going development in how we operate within the established regional model that contributes to overall organisation efficiencies, productivity and striving for excellence.** |

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| Specific Objective | **On-going development / emphasis on day to day operations using technology and within remote work environments to meet business and organisational objectives.** |

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