



5.1 Our Vision

To be a world-class regulatory body for the medical rehabilitation professions in Zimbabwe.

5.2 Our Mission

To regulate the quality of medical rehabilitation services by enforcing compliance to regulations, set standards and professional competence, as well as promoting conducive environment to address the medical rehabilitation needs of Zimbabwe and beyond.

5.3 Our Strategic Key Result Areas & Goals

To help achieve the vision and mission, the council identified Key Strategic Pillars and several strategic goals as outlined below:

KRA 1: Communication and Visibility

GOAL: 1. To have regular communication with practitioners, the public & the relevant government ministries

KRA 2: Technology and Digitalisation

GOAL 1: Full automation of the registration, payments and continuous professional development (CPD) processes

GOAL 2: Development of ICT policy

KRA 3: Regulatory Compliance

GOAL1: Ensure 100% registration and regulation compliance by 2025 of those practicing.

GOAL 2: Risk Management - Ensure 100% risk avoidance

GOAL 3: Litigation by ensuring conflict resolution and practice enhancement

KRA 4: Education

GOAL 1: Regulation and supervision of the Training of Rehabilitation Professions

GOAL 2: Robust CPD Program

GOAL 2: To promote innovation in the rehabilitation and disability field

GOAL 3: To promote industrialization of rehabilitation products and services

OUR GUIDING PRINCIPLES

Value 1: EXCELLENCE		
Being the best in service delivery	Superb customer service	Pursuing individual knowledge and development
Perform to the satisfaction of clients and stakeholders	High quality operations in internal policies, procedures and compliance requirements	Leading, achieving, continuous improvement

Value 2: PROFESSIONALISM		
Action oriented	Respectable	Expertise
Taking the leading role	Thoroughness	Competency
Being ethical	Being polite	Results oriented

Value 3: KNOWLEDGE		
Training expertise	Comprehension of roles and responsibilities	Making follow through and support
Understanding the mandate	Being dependable	Provide appreciation to fellow team members
Guiding staff members	Goal oriented	
Mastery in confidence building within team	Practicing teamwork with fellow team members	

Value 4: COMMUNICATION		
Understanding instructions	Acquiring new skills	Making requests
Asking questions	Relaying information with ease	Team collaboration and coordination
Being assertive	Listening	Being aware of differences

Value 5: INTEGRITY		
Being honest to yourself	Incorruptibility	Respectful to others at work
Adhering to moral values	Being trustworthy	Hardworking

Being responsible	Practicing patience with others	Being helpful
Being empathetic		

Value 6: STAKEHOLDER-CENTERED		
Excellent customer service	Stakeholder consideration	Enhancing cooperation with stakeholders
Acknowledging stakeholder contributions	Being truthful and forthcoming	Keeping our word on all our stakeholders