**Strategic Plan – Priorities 2019 - 2022**

**Human Resources**

* Reduce staff turnover / stability and less turnover / finding and keeping the job
* Rostering of staff
* Manage Casual pool
* Review Red Oxygen – new system needed
* Flintwood Passport
* Clear expectations of staff
* Staff Profiles
* Buddy shifts
* Employment Hero – families can login

**Training**

* Training system for all staff
* Certifications
* Practice room for training

**Employee Recognition**

* Wages / Incentive program
* Pathway to Employee of the Year
* Increase Proud Program reward
* Acknowledgement of special days

**Compliance & Quality**

* Allied Health nurse
* Marketing Manager
* Team Programmer for Day programs

**Communication**

* NDIS price changes
* Annual calendar
* Communication role
* Communication mechanisms
* Better communication with families, not just Accommodation
* IT Login for families
* Family access to CIMs

**Quality**

* Skill building
* Programming / Variety
* Affordable
* Holidays
* Education - all staff to be fully engaged with Participants, at all times.
* Community engagements
* Pop Up Programs
* Goals for all Participants
* Friendship groups / Friday night groups.
* Pre plan 3 months prior to NDIS meetings – goals, funding use, MyGov account
* Review Participant committee structure
* Update internal reporting mechanisms
* Review risk management system
* Extend operating hours
* Variety of programs, to push the boundaries
* Transport options

**Family Meetings -** regularly

* Advanced Care Directives
* Interpret NDIS
* Wills
* What happens if parents are not available?

**Communication**

* Newsletters more often – monthly?
* Useful information
* Service Manager updates – quarterly
* Management changes
* Fact Sheets
* Stories from families
* Expo calendar of events
* Quality written reports

**Innovative ideas**

Sustainable Community

Dementia support

Use of IT to give independence

Autism specific options

**Goal 3**

**People**

**Goal 1**

**Organisational Support**

* Affordable lives & activities
* Payment options – direct debit, invoices
* Service Manager’s understand budgets
* Manage NDIS payments / systems
* Simplify Service Agreements
* Sponsorship Programs with local businesses
* Remain viable
* Borrowing to purchase more homes
* Farm / Retreat
* IT – improve hardware
* New Client Management System
* More vehicles, for community access
* Community Accessibility & Advocacy
* Flintwood booklet – NDIS and our services
* Use volunteers
* Patron of Flintwood
* Expand services
* Flintwood App
* Purpose built homes
* Sites review for suitability, renovations or development

**Goal 5**

**Financial Management**

**Goal 2**

**Services**

**Goal 4**

**Resources**