



# STRATEGIC PLAN 2017 - 2020

## OUR CLIENTS

## OUR TEAM

## OUR PRESENCE

## OUR SUSTAINABILITY

### GOALS

To develop skills of children with a disability, and their families, so they can reach their unique potential

To improve the capacity of our team to support our clients and the community

To create a welcoming 'hub' for families and the community to receive support, information and direction

To deliver a sustainable and professional service in the Eurobodalla

### STRATEGIES

- › Improve effectiveness of existing services
- › Expand coverage and range of innovative, evidence based and sustainable services
- › Strengthen outreach, including to pre-schools, schools, professionals, and the Aboriginal community

- › Build our team
- › Strengthen communication and working relationships within our team
- › Provide opportunities for our team to learn and develop
- › Promote a safe and flexible work environment
- › Develop strategic partnerships with businesses in the community
- › Maintain and strengthen the Board
- › Ensure vision and values embedded
- › Foster an inclusive community

- › Enhance existing premises
- › Develop our new building on-time and on-budget
- › Provide for the upkeep of the building once completed
- › Offer workshops to general community
- › Target opportunities for the community to understand and support our work
- › Deliver targeted marketing and communications

- › Maintain balanced and sustainable growth
- › Maintain quality systems, including child protection and workplace health and safety
- › Develop efficient business systems
- › Strengthen performance measurement and reporting
- › Secure additional funding for service delivery and operations

### SUCCESS MEASURES

- › Sustainable increase in client numbers
- › Evidence that clients have progressed toward goals
- › Number of referrals received

- › Attract and retain high quality people
- › Positive team engagement survey results

- › Enrolments in programs
- › Events where Muddy Puddles is represented and publicised
- › Positive feedback on our services and premises
- › Increase in the number of accessible businesses in community

- › Development plans in place and performance reviews conducted
- › Evidence of hazard minimisation and zero workplace incidents
- › Financial results
- › Number of successful grant applications and sponsorships