



STRATEGIC PLAN

2016 - 2019


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The next three years will be critical for people with disability as they transition into the new operating environment of the National Disability Insurance Scheme (NDIS) and a new world that focuses on client choice with tailored and flexible service supports.

Change for clients in the way they plan for, articulate, choose and allocate resources to the purchase of service supports translates into major change for Mawarra and the broader disability services sector.

This Strategic Plan spans the lead up to, transition and post transition into the NDIS and positions Mawarra's goals and strategies to ensure that it is positioned to continue as a successful well respected local provider of disability supports to people in Warragul and surrounding districts.

The Plan has set goals and strategies that focus on four main pillars:

-  Finance and Business Performance
-  Clients and Families
-  Service Model
-  It's People (Board, Staff and Volunteers)

MISSION: We help people with disabilities make informed choices and work together to support those choices.

VALUES:

Respect

- Diversity
- Sensitivity
- Confidentiality
- Working 'with' not 'for'

Care

- Client focus
- Meeting individual needs
- Fostering independence
- Enabling inclusion

Integrity

- Good governance
- Compliance
- Accountability
- Commitment to best practice

Teamwork

- Working towards agreed goals
- Outcomes focus
- Active listening
- Sharing relevant information
- Consultative not 'top down' approach

Leadership

- Proactive innovation
- Exploring opportunities
- Challenging the 'status quo'
- Developing community awareness

Strategic Goal	Strategy
Mawarra’s financial viability is secured through a strengthened cash position	Remove the organisation from current debt and ensure that there is a facility in place to ensure the cash flow to underpin growth and change as necessary.
	Build cash reserves to a minimum of \$500,000 which includes an allocated reserve for staff leave entitlements.
	Resource the transition into the NDIS.
Mawarra’s care for clients and families results in real choice, quality services and appropriate supports	Understand the supports clients and families will need when transitioning into the NDIS.
	Promote the relationships with clients & families as core to service and support provision.
	Retention target in the 1 st 12 months of the NDIS is 90% or above.
	Build a data base of potential new clients.
Mawarra’s Service Model is responsive to client needs and attractive to clients and families	Determine the service model.
	A flexible service model that meets the needs of clients and is nimble in adapting to new trends in service support choices.
	Partnerships in community.
	Market Positioning, Innovation and Marketing Plan
	Consider Transport.
Mawarra attracts and retains people that are client focussed and put client services first (Staff and Volunteers) Organisational Values underpin all aspects of Mawarra’s operations	People Plan that outlines the roles and skills required for delivery and support of the Service Model.
	Re-establishing an understanding of core values.
	Values to be clear in all marketing material.
Mawarra’s Board has the skills, attributes and stability to lead the organisation as it pursues its strategic objectives	Understand the current Board strengths and areas for development.
	Develop a process and criteria for identifying potential new Members.