

Revision: V1.0
Date: 08/08/2024
Master Copy

Short Term Goals	2024
Medium Term Goals	2025
Long Term Goals	2026 onwards

SERVICES OF QUALITY	STATUS						ACHIEVEMENTS	NEXT STEPS	DEADLINE
	Yet to Commence	Commenced	In progress			Completed			
	0%	1-24%	25-49%	50-74%	75-99%	100%			
Consistent Communication									
Short Term Goals & Objectives - Through the identification of current gaps in standards and consistency in the completion of daily shift reports (a short record of what support occurred that day with the participant), by undertaking internal audits.					✓		Peel region has focussed on holding Support workers to a higher standard and using HR and performance management to reinforce the expectations of these staff.	ongoing	Jan-25
						✓	Monthly dashboard reports completed for the Mx and Board Meeting Packs.	completed	
					✓		Development and use of template for shift reporting to assist in timely and accurate shift reports for LSW client/support workers	finalise implementation	Jan-25
					✓		Support worker inductions delivered face to face by LSW CSAO within 4 weeks of contractual engagement.	ongoing	1/9/2024
					✓		Metro region developed template and instruction sheet for case notes.	finalise implementation	Dec-24
Participant Support Planning and Implementation									
Short Term Goals & Objectives - Through the identification of opportunities to standardise rostering and improve participant matching.					✓		Ongoing but becomes more challenging to match as minimum engagement and fixed days/times are prioritised through SCHADS.	Peel monitors utilisation of new Support Worker recruits to ensure they are increasing their hours weekly.	Jan-25
						✓	Peel have had a recent drive in recruitment to meet demand and provide room for growth. Approximately 20 new SW's have been appointed between March-June 2024.	Completed	
						✓	HR Roadshow took place in Peel in June 2024 to ensure all coordinators are confident with rostering rules. All problematic rosters were checked with the coordinator and HR team. Carelink locks removed as of 1st July for efficiency.	Preliminary discussions have occurred in Management about the applicability of Carelink and whether a more comprehensive and integrated platform could be explored long term.	Jan-25
						✓	USW allocated urgent shift covers to Client Service Officer to ensure and improve consistency of participants regular supports.	Monitoring to measure workload for CSO position, efficiency and effectiveness of enabling coordinators to be more productive.	Jan-25
					✓		Q&S reviewing Client documentation as required and measured against the NDIS practice standards to ensure compliance.		Jan-25
						✓	Improved rostering/cost efficiency-- particularly urgent shift covers through appointment of LSW CSAO and Urgent Shift Cover request process.	Review participant support plan in collaboration with client services.	Jan-25
						✓	Introduction of 2 Client Services Officers across USW & LSW to improve rostering processes.	Further development of rostering efficiency leading to reduction of minimum engagement payment s and reliance on overtime.	Jan-25
					✓		Increase in rostering efficiency by building Coordinator capacity in SCHADS compliance – allowing for them to roster without the input from HR (metro).	Monitor and upskill accordingly.	Jan-25
					✓		Reports generated to monitor SCHADS compliance and develop KPIs linked to rostering and SCHADS (metro).	Evaluation of Client Services Officer role and consideration of further roll out.	Jan-25
Increased Training, Education, Professional Development, Career Progression									
Short Term Goals & Objectives - To provide a consistent foundation of knowledge, skills and development in accordance with Quality & Safeguards and organisational governance.			✓				USW Revisiting, retraining and developing several processes and guidelines for rostering- e.g. client cancelled shifts/support worker leave in CL and EH	Ongoing	Jan-25
					✓		Ongoing professional development & training provided to therapists and PBS practitioners. Recorded in Employment Hero.	Ongoing	Jan-25
					✓		Three monthly MS teams restrictive practice education sessions to be scheduled (Q&S)	Q&S to review of all training packages that are delivered to ensure they are in line with the NDIS Standards and skill descriptors.	Jan-25
						✓	Delivery of mandatory training requirements for Manjimup and Bridgetown Support Workers - at Manjimup Office. Purchase of training equipment for the delivery of manual handling training in Manjimup – reducing travel requirement when attending refresher training (for local support workers).	Ongoing	Jan-25
					✓		Discussion within region around career progression – Large skill gap from SW – Coordinator (metro).	Ongoing	Jan-25
					✓		Potential for an intermediary role (team leader) – supervision/rostering within specific teams and problem solving whilst on rostered support to support 24/7 and SDA environments and allow Coordination to hold higher case load.	Further exploration – bringing to management meetings through briefing note.	Jan-25
Meeting Participant Expectations and Needs									

Short Term Goals & Objectives - Through improved communication and strengthened professional boundaries. Enhancing our systems for gathering participant/client satisfaction/feedback and using this to inform service improvement.					✓		Comms have identified a method of communicating our news updates to participants who don't have email or social media - either for Coordinators to print out the easy-read newsletters uploaded to the Enable website every 2 months (Marketing and Communications Consultant to send to Service Coordinators), or for Participants to sign up for SMS communications - in progress as we are looking into email tech that allows for this/easiest way to capture. Steps are also being taken to include a fact sheet in Induction/onboarding materials on how participants can stay up to date with the going-ons of Enable (social links and QR to newsletter signup), although not complete yet.	Create document to sit in onboarding/welcome packs for clients.	Jan-25	
						✓	Recent training workshop attended by Marketing and Communications Consultant highlighted some items that need changing on our online form systems to make applications/completing forms less daunting for Participants.	Identify Service Coordinators who will need a copy of the easy-read newsletters to print out and provide to participants without email or social media access.	Jan-25	
						✓	Feedback mechanisms (compliments and complaints) are explained during therapy client onboarding meetings.	Make changes to form online info gathering by adding in a form 'preview' (what questions are included, how much time they should expect to set aside, informing the applicant that progress is saved if their internet is interrupted etc.)	Jan-25	
						✓	Through consultation and collaboration with CAG, Participant surveys have been undertaken and will be diarised for period feedback twice each year.	Q&S to collate client survey results. Q&S to contact 'yellow Lauren' to post on socials for new CAG members. Alternate methods of Participant feedback to be developed using smarter technology.	Oct024	
CULTURE IS KEY	STATUS						ACHIEVEMENTS	NEXT STEPS	DEADLINE	
	Yet to Commence	Commenced	In progress			Completed				
	0%	1-24%	25-49%	50-74%	75-99%	100%				
Fostering a Multidisciplinary Organisation										
Short Term Goals & Objectives - Through the identification of different skills and knowledge to create improved coordination; increased efficiency; increased quality; increased innovation.						✓	Social media communications showcase a range of our available services	Ongoing	Jan-25	
						✓	USW worked with Finance and HR to identify gaps in coordinator performance. Retrained and implemented processes to assist other departments. This has improved: accurate billing, payroll and HR requirements.	Ongoing	Jan-25	
							✓	Q&S team members attend regional team meetings when required to share information and answer any questions.	USW continues to identify further gaps and address these one at a time in consultation with other departments using their knowledge to help client service understand and improve.	Jan-25
							✓	Q&S manager and HR manager have a monthly meeting scheduled to discuss any shared projects and P&P development and approval.	WHS to be added to regional meetings to foster a culture of safety and share data with all teams.	Jan-25
						✓	Introduction of 2 Client Services Officers across USW & LSW to improve rostering processes.	Completed		
					✓		Development of alternate model of Coordination to be trialled in LSW.	Ongoing		
						✓	Development of multi-disciplinary group from all departments to problem solve and share skills and knowledge monthly. This initiative is also intended to improve relationships.	Completed		
					✓		LSW Service Review Workshop 28.06.2024. Assessment of coordination role and options for refocusing specific tasks assigned to coordinators 50%	Evaluation of role and consideration of further roll out.	Jan-25	
						✓	HR Officers present at all regions weekly team meetings. Open invitation to Q and S at regions weekly team meetings.	Implement stage 1 of trail in LSW Further honing of content and format of meetings.	Jan-25	
					✓	Facilitate collaborative working environment between Coordinators and Therapist in the metro office.	Ongoing	Jan-25		
Facilitate Team Building										
Short Term Goals & Objectives - Through the design and implementation of Regional based activities, which also acknowledges the diverse backgrounds of staff.						✓	USW introduced not "fun" based team building activities however USW Region retraining commenced late January has been well received. Coordinators feedback has been positive in that they themselves have recognised how these training sessions have built them to be a stronger team, recognising each other's strengths and weaknesses being able to learn from and support each other.	USW continues with training and introduce other team building activities.	Jan-25	
						✓	All regions have undertaken team building activities to strengthen relationships and organisational culture. Therapy team building day completed March 2024 Q&S Team building day was held on the 31/5/2024	Q&S team to continue to catch up weekly.	Jan-25	
							✓	Suite of NAIDOC week activities across all regions.	Completed	
						✓	Exploration of new metro office space that can facilitate team building – Training delivered in the office so Support Workers can feel part of organisation	Plan another team building day for next year (with a professional development and planning focus). For these activities to continue within funding parameters.	Jan-25	
Improved Recruitment and Retention										
Short Term Goals & Objectives - Through the identification of current gaps, demands and implementation of organisational support network.						✓	Recruitment of new support worker staff has been a focus across all regions, noting challenges in all work places nationwide to the recruitment of entry level staff.	Ongoing	Jan-25	
						✓	Data being captured to ascertain if current workforce are being utilised to full capacity. (Overtime vs Minimum engagement)	Ongoing	Jan-25	
						✓	Therapy student placements have been supported in Mandurah and Bunbury to increase exposure to new graduates and improve recruitment opportunities.	Ongoing	Jan-25	
						✓	Exploration of different avenues for recruitment. It has been identified that website expressions of interest although has a high volume, is not always the best way of obtaining resumes. Discussion with local TAFE on placement opportunities (metro). Early exploration of support worker internship (metro).	Draft Business Case for Workforce Plan Initiative. Create "fluid" Workforce Plan.	Jan-25	
FINANCIALLY STRONG	STATUS						ACHIEVEMENTS	NEXT STEPS	DEADLINE	
	Yet to Commence	Commenced	In progress			Completed				
	0%	1-24%	25-49%	50-74%	75-99%	100%				
Business Development										

Continue to develop and deliver on the Reconciliation Action Plan 2023 – 25.						✓	Completed	RAP launch and promotion to coincide with NAIDOC week 2024. Link RAP activities with Marketing and Communications Consultant	Jul-24
TECHNOLOGY SAVVY	STATUS						ACHIEVEMENTS	NEXT STEPS	DEADLINES
	Yet to Commence	Commenced	In progress			Completed			
	0%	1-24%	25-49%	50-74%	75-99%	100%			
Strengthening the ICT Working Group									
Short Term Goals & Objectives - Through the review of existing hardware and software to determine:					✓		Employment Hero - 'assigning' tasks to people instead of having them publicly available has resulted in some delays to staff accessing the ATSI cultural awareness training.	Being discussed by our RAP Chair and HR RAP representative to ease access issues.	Sep-24
• Current utilisation						✓	Opening up of CareLink locks on shift allocation is reducing workload on HR	Completed	
• Current constraints						✓	Number of Carelink Software Licenses is adequate for all staff, with capacity for growth	Regular Carelink training sessions are being booked in with a Civica Consultant for anyone wanting to attend.	
• Opportunities for consolidation of platforms to reduce duplication					✓		Cloud Based Microsoft SharePoint will replace our existing Z Drive. Corporate Data will be migrated first, then client data last.	Completed	
• Opportunities to utilise technology to improve all sectors of the organisation					✓		A new Power App in Microsoft Office 365 has been developed and implemented to replace our existing Excel based Purchase Order Book.	Cost/Benefit Analysis of existing/new CRM Software to begin.	
• Training requirements						✓	Employees Personal Information in Carelink has now been limited to basic information. All personal information now only resides in Employment Hero, which can only be accessed by Administrators.	Completed	Jul-24
• ICT support requirements - internal and external						✓	Internal Training video has been produced and circulated on how to use the new DocuSign software. Internal Training video has been prepared and published on Teams, on how to Roster for Group Activities in Carelink. Internal Training video has been prepared and circulated on how to use the new Power App purchase order book in Microsoft Teams.	Completed	
• Utilise ICT innovations and equipment to improve participant outcomes					✓			Ongoing	Jan-25
Undertake a cost benefit analysis of improving the existing software versus new software applications.			✓					Ongoing	Jan-25
						✓	A Carelink Best Practice Day has been completed, with a detailed Report including recommendations being provided by Civica.	Completed	Jul-24
						✓	An IT Asset Register is now in place for all Regions and being continually updated by Reception.	Completed	
						✓	Electronic Signatures - DocuSign software has now been rolled out across the organisation. New Purchase Order book using Electronic Signatures, has now been developed and rolled out	Completed	
						✓	ICT working group feedback has been added as a standard agenda item at the Q&S team catch up.	Completed	
						✓	Trial of AI to support preparation of progress report documentation	Completed	
					✓			Q&S to identify what ICT developments would assist in the monitoring of organisation compliance.	Jan-25