## Strategic Plan Summary - January to June 2024 Revision: V1.0

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

## Anticipated Timeframes:

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

| SERVICES OF QUALITY   |                  |       | ST/         | TUS    |        |           |  |   |          |
|---|------------------|-------|-------------|--------|--------|-----------|--|---|----------|
|   | Yet to Commenced |       | In progress |        |        | Completed | ACHIEVEMENTS   | NEXT STEPS  | DEADLIN  |
|   | 0%               | 1-24% | 25-49%      | 50-74% | 75-99% | 100%      |  |   |          |
| onsistent Communication   |                  |       |             | -      | -      |           |  |   |          |
|   |                  |       |             |        | 1      |           | Peel region has focussed on holding Support workers to a higher standard and using HR and<br>performance management to reinforce the expectations of these staff.  | ongoing   | Jan-25   |
| short Term Goals & Objectives - Through the identification of   |                  |       |             |        |        | 1         | Monthly dashboard reports completed for the Mx and Board Meeting Packs.  | completed   |          |
| current gaps in standards and consistency in the completion of<br>daily shift reports (a short record of what support occurred that day<br>with the participant), by undertaking internal audits. |                  |       |             |        | 1      |           | Development and use of template for shift reporting to assist in timely and accurate shift reports for LSW client/support workers  | finaalise implementation  | Jan-25   |
| na no pantopany, by anonaking morna doako.  |                  |       |             |        | 1      |           | Support worker inductions delivered face to face by LSW CSAO within 4 weeks of contractual<br>engagement.  | ongoing   | 1/9/2024 |
|   |                  |       |             |        | 1      |           | Metro region developed template and instruction sheet for case notes.  | finaalise implementation  | Dec-24   |
| Participant Support Planning and Implementation   |                  |       |             |        |        |           |  |   |          |
|   |                  |       |             |        | 1      |           | prioritised through SCHADS.  | Peel monitors utilisation of new Support Worker recruits to ensure they are increasing their hours<br>weekly.   | Jan-25   |
|   |                  |       |             |        |        | 1         | Peel have had a recent drive in recruitment to meet demand and provide room for growth.<br>Approximately 20 new SW's have been appointed between March-June 2024.  | Completed   |          |
| Short Term Goals & Objectives - Through the identification of<br>opportunities to standardise rostering and improve participant   |                  |       |             |        |        |           | HR Roadshow took place in Peel in June 2024 to ensure all coordinators are confident with rostering<br>rules. All problematic rosters were checked with the coordinator and HR team. Carelink locks<br>removed as of 1st July for efficiency.  | Preliminary discussions have occurred in Management about the applicability of Carelink and<br>whether a more comprehensive and integrated platform could be explored long term.                        | Jan-25   |
|   |                  |       |             |        |        | 1         | USW allocated urgent shift covers to Client Service Officer to ensure and improve consistency of<br>participants regular supports.   | Monitoring to measure workload for CSO position, efficiency and effectiveness of enabling<br>coordinators to be more productive.  | Jan-25   |
| natching.   |                  |       |             |        | 1      |           | Q&S reviewing Client documentation as required and measured against the NDIS practice standards to ensure compliance.  |   | Jan-25   |
|   |                  |       |             |        |        | 1         | Improved rostering/cost efficiency- particularly urgent shift covers through appointment of LSW<br>CSAO and Urgent Shift Cover request process.<br>Introduction of 2 Client Services Officers across USW & LSW to improve rostering processes.   | Review participant support plan in collaboration with client services.<br>Further development of rostering efficiency leading to reduction of minimum engagement payment s<br>and reliance on overtime. | Jan-25   |
|   |                  |       |             |        | 1      |           | Increase in rostering efficiency by building Coordinator capacity in SCHADS compliance – allowing<br>for them to roster without the input from HR (metro).   | Monitor and upskill accordingly.  | Jan-25   |
|   |                  |       |             |        | 1      |           | Reports generated to monitor SCHADS compliance and develop KPIs linked to rostering and<br>SCHADS (metro).   | Evaluation of Client Services Officer role and consideration of further roll out.   | Jan-25   |
| ncreased Training, Education, Professional Development, Care  | er Progressio    | n     |             |        |        |           |  |   |          |
|   |                  |       | J           |        |        |           | USW Revisiting, retraining and developing several processes and guidelines for rostering- e.g. client<br>cancelled shifts/support worker leave in CL and EH  | Ongoing   | Jan-25   |
| Short Term Goals & Objectives - To provide a consistent   |                  |       |             |        | 1      |           | Ongoing professional development & training provided to therapists and PBS practitioners. Recorded<br>in Employment Hero.  | Ongoing   | Jan-25   |
| oundation of knowledge, skills and development in accordance<br>vith Quality & Safeguards and organisational governance.  |                  |       |             |        | 1      |           | 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<br>Standards and skill descriptors.  | Jan-25   |
|   |                  |       |             |        |        | 1         | Delivery of mandatory training requirements for Manjimup and Bridgetown Support Workers - at<br>Manjimup Office. Purchase of training equipment for the delivery of manual handling training in<br>Manjimup – reducing travel requirement when attending refresher training (for local support workers). | Ongoing   | Jan-25   |
|   |                  |       |             |        | 1      |           | 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<br>problem solving whilst on rostered support to support 24/7 and SDA environments and allow<br>Coordination to hold higher case load.  | Further exploration – bringing to management meetings through briefing note.  | Jan-25   |

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

|  |                          |                 |               |                           | 1           |                | In January 2024, the Executive team and Marketing and Communications Consultant ran through<br>results from Google Ads and Meta campaigns - identified opportunities for growth in Perth Metro and<br>shifted ad budgets accordingly.  | Q2 report is due at the beginning of July 2024. Assess keywords receiving the most web traffic,<br>performance of pages on the Enable WA website, assess competitors and alter current ad graphics<br>and wordings to reach the best areas for growth.   | Jan-25   |
|--|--------------------------|-----------------|---------------|---------------------------|-------------|----------------|--|--|--|
| Short Term Goals & Objectives - Prioritisation as an integral part<br>of roles and responsibilities within the organisation to review<br>current demand, current gaps and opportunities for growth.  |                          |                 |               |                           |             |                | Growth in online audience numbers is reported every three months   | Stabilise the SDA rostering and financials to enter into profit for 2024/25 FY.  | Jan-2  |
|  |                          |                 |               |                           |             |                | Peel Specialist Disability Accommodation (SDA) House fully occupied with a combined estimated  | · · · · · · · · · · · · · · · · · · ·  |  |
|  |                          |                 |               |                           |             | -              | resident plan total of approx. \$2.5 million pa  | Peel actively seeking new high value participants in Jun-Dec 2024.   | Jan-2  |
|  |                          |                 |               |                           | 1           |                | Perth SDA (female house) fully occupied  |  | Jan-2  |
|  |                          |                 |               |                           | 1           |                | Peel working with non-responsive/non engagement participants and where appropriate giving notice   |  | Jan-25   |
|  |                          |                 |               |                           |             |                | to allow for new participants to be taken on.<br>USW identified that lack of business knowledge of majority of coordinators was at a cost to the   |  |  |
|  |                          |                 |               | ,                         |             |                | organisation. Enlightening coordinators to the: what, why's and how's has been and continues to be   |  | Jan-2  |
|  |                          |                 |               | ~                         |             |                | valuable and well received. USW have been successful in dramatically reducing O/T hours, minimum   |  | Jan-20   |
|  |                          |                 |               |                           | _           |                | engagement and other cost to the organisation.   |  |  |
|  |                          |                 |               | ✓                         |             | _              | Expansion of therapy team in Mandurah.   | USW continues to identify gaps and improve.  | Jan-25   |
|  |                          |                 |               |                           | 1           |                | Managers and Exec have delivered sessions which support staff to consider their<br>roles/responsibilities and prioritise.  | USW current coordinator task is to look at own time management and recognise where they can pick<br>up time to be more productive. Stage one in recognising the USW's decline in income and the current<br>situation of this financial year's budget and the need to find capacity for growth.   | Jan-25   |
|  |                          |                 |               | 1                         |             |                | Establishment of 8 in 24 Homecare Support Model in LSW – providing cost effective support services<br>for clients with NDIS budgets c \$340 K  |  | Jan-25   |
|  |                          |                 |               | 1                         |             |                | Further opportunity in Metro region for SDA expansion with Vera living.  | These sessions to be reinforced in light of 24/25 NDIS pricing review and impact on budget   | Jan-25   |
|  |                          |                 |               | 1                         |             |                | Vera Living Villas (single occupancy) are available if we have the clients interested three locations  |  | Jan-25   |
|  |                          |                 |               | ·                         | -           |                | throughout metro region.   | Expand 8 in 24 Services to Margaret River and Busselton Clients (x2)   | Jan-25   |
| Standardise Practices  |                          |                 |               | V                         |             |                |  | Expand 6 in 24 Services to Margaret River and Busselton Cherits (x2)   | Jan-20   |
| Short Term Goals & Objectives - As an outcome of an internal   |                          |                 | 1             | 1                         |             |                | Ongoing internal audits completed across therapy services to ensure standards are met.   | 1  | Jan-25   |
| audit to identify current gaps along with the opportunities to   |                          |                 |               |                           |             |                | Q & S provided information samples re: LSW audit readiness. Further audit work prepared by LSW   | - Ongoing work required to ensure all mandatory documentation completed and updated as required  |  |
| streamline and improve processes through targeted training.  |                          |                 |               |                           | 1           |                | CSAO   | under Q&S standards – pre 2025 Audit   | Jan-25   |
| Addressing NDIS Changes/Updates  |                          |                 |               |                           |             |                | ·  | ·  |  |
|  |                          |                 |               | 1                         |             |                | Any changes that affect our Participants are shared in the monthly newsletter and shared via our   | Ongoing  |  |
| Short Term Goals & Objectives - As part of ongoing Quality and   |                          |                 |               | •                         |             |                | social channels.   |  |  |
| Safeguard reviews to confirm the impacts to the organisation.<br>Robust communication plans and strategies developed to inform   |                          |                 |               |                           |             |                |  |  |  |
|  |                          |                 |               |                           |             |                |  |  | Dec-24   |
| the organisation of changes and the potential impact to workflow,  |                          |                 |               |                           |             | 1              | Therapy team implemented of charge for kilometres for travel on 1 November 2023.   | Completed  | Dec-24   |
|  |                          |                 |               |                           |             | 1              | Therapy team implemented of charge for kilometres for travel on 1 November 2023.   | Completed  | Dec-24   |
| the organisation of changes and the potential impact to workflow,  |                          |                 | et            | ATUS                      |             | 1              | Therapy team implemented of charge for kilometres for travel on 1 November 2023.   | Completed  | Dec-24   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.  | Yet to                   |                 | ST            | ATUS                      |             | 1              |  |  |  |
| the organisation of changes and the potential impact to workflow,  | Yet to<br>Commence       | Commenced       |               | In progress               |             | ✓<br>Completed | Therapy team implemented of charge for kilometres for travel on 1 November 2023.<br>ACHIEVEMENTS   | Completed NEXT STEPS   | Dec-24   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.  | Yet to<br>Commence<br>0% | Commenced 1-24% | ST.<br>25-49% |                           | 75-99%      | Completed 100% |  |  |  |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.  | Commence                 | Commented       |               | In progress               | 75-99%      |                | ACHIEVEMENTS   | NEXT STEPS   |  |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.  | Commence                 | Commented       |               | In progress               |             |                | ACHIEVEMENTS<br>Amalgamation of regions completed.   | NEXT STEPS   | DEADLINE   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.  | Commence                 | Commented       |               | In progress               | 75-99%      |                | ACHIEVEMENTS<br>Amalgamation of regions completed.<br>Therapy team has grown, with a focus on Peel to consolidate the allied health services in that region.   | NEXT STEPS<br>Completed.<br>Continue to develop the critical mass of allied health therapy staff required in each region.  |  |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.  | Commence                 | Commented       |               | In progress               |             |                | ACHIEVEMENTS Analgamation of regions completed. Therapy team has grown, with a focus on Peel to consolidate the allied health services in that region. CEO visiting a like service (Camphill) in the UK during September 2024 as part of study sabbatical. Camphill has long established multi-sited profitable social enterprises that include farming, cafes and   | NEXT STEPS   | DEADLINE<br>Dec-24   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.  | Commence                 | Commented       |               | In progress               |             |                | ACHIEVEMENTS Amalgamation of regions completed. Therapy team has grown, with a focus on Peel to consolidate the allied health services in that region. CEO visiting a like service (Camphill) in the UK during September 2024 as part of study sabbatical.   | NEXT STEPS Completed. Continue to develop the critical mass of allied health therapy staff required in each region. Ongoing  | DEADLINE<br>Dec-24   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.<br>FUTURE FOCUSED<br>Facilitating Organisational Growth<br>Short Term Goals & Objectives - Finalise consolidation of<br>existing services, operational policies and procedures, systems and  | Commence           0%    | Commented       |               | In progress               |             |                | ACHIEVEMENTS Amalgamation of regions completed. Therapy team has grown, with a focus on Peel to consolidate the allied health services in that region. CEO visiting a like service (Camphill) in the UK during September 2024 as part of study sabbatical. Camphill has long established multi-sited profitable social enterprises that include farming, cafes and accommodation in operation.   | NEXT STEPS Completed. Continue to develop the critical mass of allied health therapy staff required in each region. Ongoing  | DEADLINE   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.<br>FUTURE FOCUSED<br>Facilitating Organisational Growth<br>Short Term Goals & Objectives - Finalise consolidation of<br>existing services, operational policies and procedures, systems and<br>organisational compliance with the NDIS, linked to wider trends   | Commence           0%    | Commented       |               | In progress               |             |                | ACHIEVEMENTS Amalgamation of regions completed. Therapy team has grown, with a focus on Peel to consolidate the allied health services in that region. CEO visiting a like service (Camphill) in the UK during September 2024 as part of study sabbatical. Camphill has long established multi-sited profitable social enterprises that include farming, cafes and accommodation in operation. Mid-term NDIS Q&S Audit completed August 2023 and Certificate of Registration received July 2024 Ongoing review. New NDIS legislation delayed in Federal Parliament until after winter break. Expected to receive a consolidated government response to the Royal Commission and NDIS   | NEXT STEPS Completed. Continue to develop the critical mass of allied health therapy staff required in each region. Ongoing Completed.   | DEADLINE<br>Dec-24<br>Jan-25<br>Jan-25   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.<br>FUTURE FOCUSED<br>Facilitating Organisational Growth<br>Short Term Goals & Objectives - Finalise consolidation of<br>existing services, operational policies and procedures, systems and  | Commence           0%    | Commented       |               | In progress               | /<br>/<br>/ |                | ACHIEVEMENTS Amalgamation of regions completed. Therapy team has grown, with a focus on Peel to consolidate the allied health services in that region. CEO visiting a like service (Camphill) in the UK during September 2024 as part of study sabbatical. Camphill has long established multi-sited profitable social enterprises that include farming, cafes and accommodation in operation. Mid-term NDIS Q&S Audit completed August 2023 and Certificate of Registration received July 2024 Ongoing review. New NDIS legislation delayed in Federal Parliament until after winter break. Expected to receive a consolidate government response to the Royal Commission and NDIS Review by end of 2024.   | NEXT STEPS         Completed.         Continue to develop the critical mass of allied health therapy staff required in each region.         Ongoing         Completed.         Ongoing         Ongoing         Ongoing   | DEADLINE<br>Dec-24<br>Jan-25<br>Jan-25<br>Jan-25   |
| the organisation of changes and the potential impact to workflow,<br>processes, compliance, training and reporting.<br>FUTURE FOCUSED<br>Facilitating Organisational Growth<br>Short Term Goals & Objectives - Finalise consolidation of<br>existing services, operational policies and procedures, systems and<br>organisational compliance with the NDIS, linked to wider trends   | Commence           0%    | Commented       |               | In progress               |             |                | ACHIEVEMENTS Amalgamation of regions completed. Therapy team has grown, with a focus on Peel to consolidate the allied health services in that region. CEO visiting a like service (Camphill) in the UK during September 2024 as part of study sabbatical. Camphill has long established multi-sited profitable social enterprises that include farming, cafes and accommodation in operation. Mid-term NDIS Q&S Audit completed August 2023 and Certificate of Registration received July 2024 Ongoing review. New NDIS legislation delayed in Federal Parliament until after winter break. Expected to receive a consolidate government response to the Royal Commission and NDIS Review by end of 2024. All related information shared with Exec, Manager and Board members   | NEXT STEPS         Completed.         Continue to develop the critical mass of allied health therapy staff required in each region.         Ongoing         Completed.         Ongoing         Ongoing         Ongoing         Ongoing         Ongoing         Ongoing         Ongoing         Ongoing         Ongoing   | DEADLINE<br>Dec-24<br>Jan-25<br>Jan-25   |
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| Continue to develop and deliver on the Reconciliation Action Plan 2023 – 25.                              |                    |       |        |                  |        |           |  |   |           |
|---|--------------------|-------|--------|------------------|--------|-----------|--|---|-----------|
| LULU - LU.  |                    |       |        |                  |        | 1         |  | RAP launch and promotion to coincide with NAIDOC week 2024.<br>Link RAP activities with Marketing and Communications Consultant | Jul-24    |
|   |                    |       | ST/    | TUS              | 1      |           |  |   |           |
| TECHNOLOGY SAVVY  | Yet to<br>Commence |       |        | In progress Comp |        | Completed | ACHIEVEMENTS   | NEXT STEPS  | DEADLINES |
|   | 0%                 | 1-24% | 25-49% | 50-74%           | 75-99% | 100%      |  |   |           |
| Strengthening the ICT Working Group   |                    |       |        |                  |        |           |  |   |           |
| Short Term Goals & Objectives - Through the review of existing<br>hardware and software to determine:     |                    |       |        | 1                |        |           | Employment Hero - 'assigning' tasks to people instead of having them publicly available has resulted<br>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   |                    |       |        |                  |        | 1         | Opening up of CareLink locks on shift allocation is reducing workload on HR  | Completed   |           |
| Current constraints   |                    |       |        |                  |        | 1         | 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  |                    |       |        |                  | 1      |           | Cloud Based Microsoft SharePoint will replace our existing Z Drive. Corporate Data will be migrated<br>first, then client data last.   | Completed   |           |
| Opportunities to utilise technology to improve all sectors of the<br>organisation                         |                    |       |        |                  | 1      |           | A new Power App in Microsoft Office 365 has been developed and implemented to replace our<br>existing Excel based Purchase Order Book.   | Cost/Benefit Analysis of existing/new CRM Software to begin.  |           |
| Training requirements   |                    |       |        |                  |        | 1         | Employees Personal Information in Carelink has now been limited to basic information. All personal<br>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.<br>Internal Training video has been prepared and published on Teams, on how to Roster for<br>Group Activities in Carelink. | Completed   |           |
| • ICT support requirements - internal and external  |                    |       |        |                  |        |           | Internal Training video has been prepared and circulated on how to use the new Power App<br>purchase order book in Microsoft Teams.  |   |           |
| Utilise ICT innovations and equipment to improve participant<br>outcomes                                  |                    |       |        |                  | 1      |           |  | Ongoing   | Jan-25    |
| Undertake a cost benefit analysis of improving the existing software<br>versus new software applications. |                    |       | 1      |                  |        |           |  | Ongoing   | Jan-25    |
|   |                    |       |        |                  |        | 1         | A Carelink Best Practice Day has been completed, with a detailed Report including recommendations<br>being provided by Civica.   | Completed   | Jul-24    |
|   |                    |       |        |                  |        | 1         | An IT Asset Register is now in place for all Regions and being continually updated by Reception.   | Completed   |           |
|   |                    |       |        |                  |        | 1         | Electronic Signatures - DocuSign software has now been rolled out across the organisation. New<br>Purchase Order book using Electronic Signatures, has now been developed and rolled out                                     | Completed   |           |
|   |                    |       |        | 1                |        | 1         | ICT working group feedback has been added as a standard agenda item at the Q&S team catch up.  | Completed   |           |
|   |                    |       |        |                  |        | 1         | Trial of AI to support preparation of progress report documentation  | Completed   |           |
|   |                    |       |        |                  | 1      |           |  | Q&S to identify what ICT developments would assist in the monitoring of organisation compliance.                                | Jan-25    |