

TADSA 2021 – 2023 Strategic Plan

| Strategic Priority: 1. Clients – TADSA continues providing quality bespoke solutions for clients | | | | | | | |
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| Strategic Objectives | Operational Actions (How) Detailed description of the key actions to be undertaken to achieve each objective | Priority Low, medium or high | Time Frame Due date to complete action | Responsibility GM- General Manager PM- Project Manager MV- Marketing Vol' MAL- My Active Life Co- | Key Performance Indicators (KPIs) Measurement – what methods will be used to measure results (Must be specific, measurable and achievable) | Achieved (Date) | Not Achieved (Date) |
| Ensure that TADSA provides Customer Service levels which continue to be unmatched by our competitors and valued by our clients. | <ul style="list-style-type: none"> Ensure all communication with Clients is professional – verbally, digitally, and in writing. Demonstrate a caring and empathetic attitude towards Clients that is reflective of TADSA’s values. | H | Ongoing | GM PM PC Tech Volunteers | Feedback responses indicate satisfaction with the consumer experience. | | |
| Ensure that we capture information to know and understand our current Client population and analyse our future opportunities to attract and retain new clients. | <ul style="list-style-type: none"> Maintain documentation and communicate in accordance with organisation procedures. Ensure data collected and entered in the Client Database is accurate and reflects the information needed to report on productivity. Review reporting requirements and refine information collected accordingly. | | Ongoing | GM PM PC FW Finance | Undertake document audit 6 monthly Undertake database data entry audit 6 monthly Review Project Management Reporting s/s and refine as required | 01/01/2022 | |
| Clients are delighted through the provision of a quality, timely, safe solution that meets their expressed goals | <ul style="list-style-type: none"> Clients, their carers and allied health support workers are included in the assessment and solution design phase. Identify and take action to improve aspects of the product solution until client satisfaction is gained. | | | | Evidence of AH involvement in the assessment process | | |
| Strategic Priority: 2. Volunteers: Ensure an effective and resilient Volunteer base with a capacity to meet TADSA needs is maintained. | | | | | | | |
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| Ensure that TADSA is a volunteer destination of choice, including safety and fulfillment. | <ul style="list-style-type: none"> Promote positive stories in the TADSA Newsletter, Commercial Media and Social Media platforms. Welcome, orientation and induction processes include Work Health and Safety information and policies and is completed for all new volunteers Working Safely at home or elsewhere in relation to TADSA projects, refresher messaging. | High | Ongoing | GM & PM | <ol style="list-style-type: none"> Weekly promotion/inclusion of a story focused on a “good outcome”, in TADSA’s Newsletter, commercial media or Social Media platforms Review induction and orientation processes Working safely is a TV meeting agenda item at each meeting. | | |

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| | | | | | 4. Ensure all TV's are invited to monthly TV meetings. | | |
| | <ul style="list-style-type: none"> Provide regular opportunities for Volunteers to come together as a group. | High | Ongoing | PM/PC | <ol style="list-style-type: none"> Tech Volunteer meetings are held each quarter. Quarterly volunteer activity or visit to help build volunteer rapport is organised and undertaken. | | |
| | <ul style="list-style-type: none"> Identify opportunities to develop Volunteer skills (mentoring) and strengthen Volunteering wellbeing. | High | Ongoing | GM & PM | <ol style="list-style-type: none"> Twice annually Volunteers have the opportunity to participate in a volunteer development activity. | | |
| Volunteers are valued and consistently recognize for their efforts | <ul style="list-style-type: none"> Volunteer activity is identified and communicated quarterly to acknowledge the volunteer's contribution and outcomes achieved Staff contribute to a positive and respectful organisational culture by flexible, competent, open, inclusive and interactive. | | | | <ol style="list-style-type: none"> Volunteers are acknowledged personally via email with details of contribution and outcomes. Staff and volunteer relationships promote positive volunteer involvement. Develop a volunteer exit process. | | |
| Volunteers are provided with the required advice, support and ongoing resources and opportunities to ensure Volunteering for TADSA remains a sustainable and rewarding experience | <ul style="list-style-type: none"> Volunteers are provided with accurate information and directions necessary to accept and undertake a project. Out of pocket project related expenditure is reimbursed to the volunteer promptly. A Volunteer Experience survey is developed and disseminated annually. | | | | <ol style="list-style-type: none"> Volunteers indicate they are supported and have the necessary details to be able to undertake their projects. Volunteer Experience survey responses are analysed and discussed. Refine volunteer processes as required. | | |
| | <ul style="list-style-type: none"> Provide ongoing support to technical volunteers and recognise the contributions of all members. | High | Ongoing | GM & PM | <ol style="list-style-type: none"> Volunteers are regularly profiled in the TADSA Newsletter and Social Media posts. | | |
| Ensure we can uplift volunteer numbers and skills as required to meet the operational activities | <ul style="list-style-type: none"> TADSA's message reflects a desire to attract Volunteers of all ages and genders, from culturally diverse backgrounds and a range of geographical locations. | High | May 2022 | | <ol style="list-style-type: none"> TADSA's Can We Help brochure is translated into 4 languages each year for three years, and made available for download from TADSA.org.au Celebrate cultural celebration days with social media messaging in language. | | |

Strategic Priority: 3 Partnerships: *Develop Partnerships that offer synergies with TADSA's core activities*

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| Identify potential Partnerships complimentary to TADSA's value proposition. | 1. Prepare a report that identifies synergies with a range of possible partners that are complimentary to TADSA's Value Proposition. | High | May 2022 | GM PM Board | 1, Report with recommendations and priority list submitted to Board. | | |
| | 2. Meet with identified potential partners | High | Ongoing | | | | |
| Continue to build relationships with Allied Health professionals key to generating leads | <ol style="list-style-type: none"> 1. Meet formally with Novitatech staff to review the way we are collaborating. 2. Develop a Health Professional Tab on our Web Page. 3. Liaise with and increase our presence with Allied Health Professional organisations and Training institutions | Ongoing | | | | | |

| Strategic Priority: 4 <i>Financial Management TADSA's financial management is underpinned by best practice principles</i> | | | | | | | |
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| Financial budgets and reports present an accurate view of the overall performance and | Monitor income and expenditure activities for alignment with TADSA's adopted Budget and Operational Plan. | High | Ongoing | GM Board | <ol style="list-style-type: none"> 1. Provide a monthly Financial report to the Board. 2. Ensure Variances are within justifiable levels. | | |

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| operational picture of TADSA's business | Ensure all Financial reporting requirements are met. | High | Ongoing | GM PM Board | 1. All reports and documents are made available for the Annual Audit. 2. Audit report is completed (Oct annually) and satisfactory. | | |
| | Maintain risk management systems and measures | High | Ongoing | GM PM & Board | 1. Administrative practices reflect a commitment to responsible financial management. | | |
| Continually investigate new funding streams. Continue to grow our Donation and Grants income | Monitor available Grants related to TADSA's ability to operate and deliver core activities. | Medium | Ongoing | GM | 1. Grant update – Quarterly Board Report Agenda item. | | |
| | Apply for Grants that are available and related to TADSA's core activities. (Notional target 3 Grant applications) | Medium | Ongoing | GM | 1. Grant applications reflect TADSA's core business objectives. | | |
| | Investigate impact and possible income / revenue opportunities by becoming a registered NDIS Therapy Services provider | High | May 2022 | GM | 1. June 2022- A report is submitted to the Board with recommendations. | | |
| | Revenue from Technical Projects to increase through anticipated outcomes from the My Active Life Project. | High | Nov 2021 | GM, PM FWC | 1. Revenue from Technical Projects increases by 10%+ November 2021. | | |
| | Revenue from the Freedom Wheels Program to increase through anticipated outcomes of the My Active Life Project. | High | Nov 2021 | GM PM FWC | 1. Revenue from the Freedom Wheels program increases by 10%+ November 2021. | | |

| Strategic Priority: 5 Governance – TADSA maintains a professional skills-based board | | | | | | | |
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| TADSA maintains a skills-based Board | A board skills assessment is undertaken each year | | | | Skills-based board membership is maintained | | |
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| | All board members are provided with adequate orientation and induction and understand their responsibilities to fiduciary duty to place the interest of TADSA above their own. | | | | | | |
| | Board roles and responsibilities are clearly defined for all positions including general members, the chair, secretary and treasurer. | | | | All board member and officer holders understand the separation of governance and operational activity/responsibilities | | |
| Strategic Priority: 6 Management – TADSA operations and activities are professionally managed | | | | | | | |
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| Organisational design, workload, operational systems, and processes are documented and followed | The integration of people with core business processes, technology and systems is reviewed regularly ensuring that the form of the organization matches its purpose and strategy, can meet the challenges posed by business realities and significantly increases the likelihood that the collective efforts of TADSA's people will be successful. | | | | | | |
| | Workflow processes for AT Projects, Freedom Wheels sales and finance are known and followed by all TADSA staff and volunteers | | | | | | |
| Succession planning for all staff, board and key volunteer roles is continuous | | | | | | | |
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| Adequate levels of revenue are derived from TADSA’s AT projects and FW sales are maintained to meet budgeted revenue requirements | Monitor and ensure income and expenditure activities for TADSA aligns with the adopted budget and operational plan. | | | | | | |
| | Anticipated increased revenue from Technical projects through the MAL project is realised. Anticipated increased revenue from Freedom Wheels sales through the MAL project is realised. | | | | | | |
| | Identify financial reporting requirements are consistent with relevant legislation and regulations including TADSA’s constitution, ACNC registration, and Associations and Incorporations Act | | | | | | |

| Strategic Priority: 7 Facilities – TADSA facilities support TADSA operations | | | | | | | |
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| Identify contingency in the event of non-renewal of TADSA’s office lease at Blacks road Gilles Plains | Identify and investigate alternative volunteer workspace to encourage volunteering by people without access to own equipment, tools and shed | | | | | | |
| | Identify and pursue a grant for refurbishment of Blacks Road office premises. | | | | | | |
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