



Strategic Plan 2018-2020

Purpose – Vision - Values

Sunnyhaven supports people to build their strengths, work toward their goals, develop meaningful relationships, and to aspire to new things.

Our vision is that people with disability and their families feel included in their communities, and are recognised for their abilities and their cultures.

Our values describe what is important to us, as people and as an organisation.

Respect

- ❖ We encourage autonomy and celebrate people's gifts.
- ❖ We support each other to do our best at all times.
- ❖ We are kind to people.

Integrity

- ❖ We are honest, accountable and reliable.
- ❖ We care for others and for ourselves.
- ❖ We do what we say we will do.

Originality

- ❖ We love that everyone is different.
- ❖ We are creative and seek to find joy in the things we do.
- ❖ We will make the NDIS fit you; not make you fit the NDIS.

Professionalism

- ❖ We are driven by our purpose, not profit.
- ❖ We take time to connect with people, and we listen to what you have to say.
- ❖ We are responsible, and create safe spaces where you have what you need and more.



sunnyhaven
Disability services

STRATEGIC GOALS 2018-2020

SUCCESS & WELLBEING: AN ORGANISATION WHERE PEOPLE ARE SAFE AND ACHIEVE THEIR GOALS

POSITIVE CULTURE: A WELCOMING AND PROFESSIONAL ORGANISATION

FINANCIALLY STRONG: AN ORGANISATION THAT IS HERE TO STAY

Strategic Goal 1

WELLBEING & SUCCESS: AN ORGANISATION WHERE PEOPLE ARE SAFE AND ACHIEVE

MD4

1:1 We will engage with people in different and meaningful ways.

MD7

1.2: We will maintain existing - and meet new - quality and safeguarding requirements.

Slide 4

MD4

Examples of Operational Plan activities: review client and family engagement strategies; review of how day programs deliver outcomes for individuals; consider options for different types of services offerings (e.g. drop-in support)

Michelle Dodd, 17/04/2018

MD7

Examples of Operational Plan activities: Monitor and plan for Q&S Commission emerging requirements; maintain quality processes (policy and procedure, audits) and accreditation standards; initiate safety audits in accommodation services (?this may already happen)

Michelle Dodd, 17/04/2018

Strategic Goal 2

POSITIVE CULTURE: A WELCOMING AND PROFESSIONAL ORGANISATION

MD10

We will make sure staff understand their roles and receive necessary training

MD9

We will inspire and develop the leadership skills of our Management team

MD8

We will make sure our organisation's structure is dynamic and fit for purpose

Slide 5

- MD8** Examples of Organisation Plan activities: review management structure; consider short-term purpose-specific appointments; consider ways to balance CEO's operational/strategic responsibilities
Michelle Dodd, 17/04/2018
- MD9** Examples of Operational Plan activities: Implement a long-term leadership development strategy; develop a management capability framework (skills/attributes desired and necessary)
Michelle Dodd, 17/04/2018
- MD10** Examples of Operational Plan activities: review the induction program; consult with staff about training priorities
Michelle Dodd, 17/04/2018

Strategic Goal 3

STRONG ORGANISATION: AN ORGANISATION THAT IS HERE TO STAY

MD2

3.1: We will offer viable supports that meet people's needs.

MD5

**3.2 We will continue to provide support to people we know,
and seek to meet new people.**

MD6

3.3 We will plan for the future.

Slide 6

MD2

Examples of Operational Plan activities: review day program viability; develop and implement 'fee for service' model; review impact of ageing clients who are in Continuity of Funding (CoF) arrangements; maintain a robust asset maintenance strategy

Michelle Dodd, 17/04/2018

MD5

Examples of Operational Plan activities: develop strategy to retain existing clients; develop strategy to promote our services and attract new people

Michelle Dodd, 17/04/2018

MD6

Examples of Operational Plan activities: Make sure business systems are fit for purpose; develop processes for responding to new service requests (e.g. accommodation requests); develop an asset strategy (i.e. rent or buy houses, expansion of/alternative to Beach St); review the future cost impact of ageing clients transferring to CoF funding; engage in sector advocacy about the NDIS, affordable housing, other important issues to our people; Board succession planning

Michelle Dodd, 17/04/2018



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RESPECT

INTEGRITY

Our Values

ORIGINALITY

PROFESSIONALISM

Our Strategic Goals 2018-2020

SUCCESS & WELLBEING:

**AN ORGANISATION
WHERE PEOPLE ARE
SAFE AND ACHIEVE
THEIR GOALS**

POSITIVE CULTURE:

**A WELCOMING AND
PROFESSIONAL
ORGANISATION**

FINANCIALLY STRONG:

**AN ORGANISATION
THAT IS HERE TO STAY**