

**PERSON CENTRED SUPPORT
FOR PEOPLE WITH A DISABILITY**



NEW HAVEN FARM HOME 2019 - 2022 STRATEGIC PLAN



94 RESERVE ROAD, FREEMANS REACH, NSW 2756 • PO BOX 3202, FREEMANS REACH, NSW, 2756

P: (02) 4579 6131 • E: info@newhavenfarm.org.au **WWW.NEWHAVENFARM.ORG.AU**

ABN: 24 001 329 871

PERSON CENTRED SUPPORT FOR PEOPLE WITH A DISABILITY



OUR VALUES

Our values are the guiding principles that drive and direct us towards our vision.

We value respectfulness, collaboration, initiative, excellence, innovation, inclusiveness, accountability, investment.

EXCELLENCE:

We set and achieve ambitious goals and take pride in what we do.
We are accountable and committed to delivering high quality results.
We take responsibility for performance, decisions and actions.

WORKING TOGETHER:

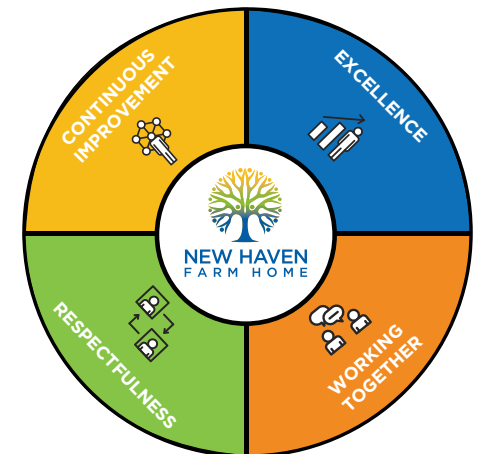
We collaborate with others to achieve a common goal, both internally and in the community.
We share ideas and expertise for the benefit of all.
Our outcomes are the product of our collective talents and experiences.

RESPECTFULNESS:

We show consideration and dignity to one another.
We recognise differences and the importance of diversity.
We deliver a person centred approach and recognise individual's choices.

CONTINUOUS IMPROVEMENT:

We promote learning and development and provide training and support.
We are innovative, embrace creativity and contribute to positive change.
We are proactive, instigate opportunities and welcome feedback.



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MISSION AND VISION

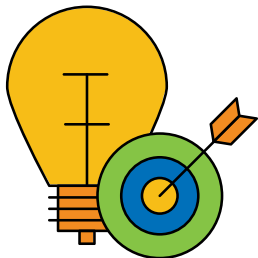


MISSION AND VISION

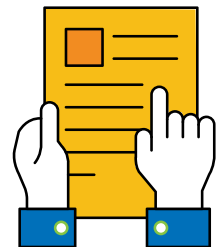
MISSION: SUPPORT PEOPLE LIVING WITH A DISABILITY TO BE VALUED MEMBERS OF OUR COMMUNITY.

VISION: A SERVICE PROVIDING EXCELLENCE IN SUPPORT TO PEOPLE AND THEIR FAMILIES LIVING WITH DISABILITIES ENABLING FULL SOCIAL PARTICIPATION AND INCLUSION IN THEIR LOCAL COMMUNITIES.

STRATEGIC GOALS



STRATEGIC GOALS



KEY INITIATIVES

GOAL:

Community Involvement through partnerships and a target market approach.

KEY INITIATIVES:

- Enhance our Service branding to proliferate our community presence.
- Augment those learning experiences of current clients to convey a positive message to our community.
- Develop new community services through partnerships and joint ventures.
- Using an innovative target market approach in developing relationships with community members.
- To establish a new vocational and community access programs.
- To review the name of the company reflecting our current vision and mission.

GOAL:

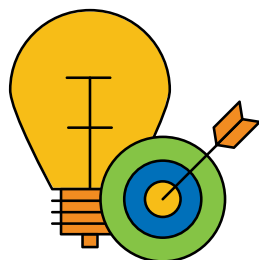
Community based family and home support, including centred based respite.

KEY INITIATIVES:

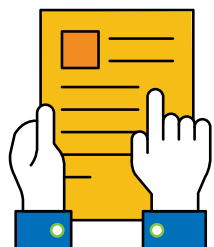
- Provide support to families during the initial stages of a NDIS application.
- Establish a center based respite service to meet the increasing demand for these support services for people with a disability living at home.
- Establish an in-home based respite service to meet the growing demand for disability support in a community or home setting.

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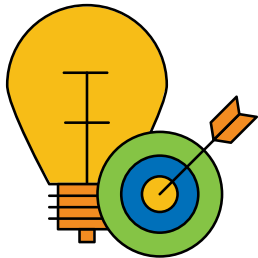


KEY INITIATIVES

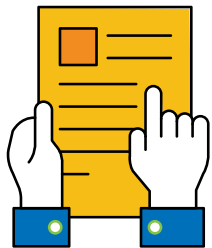
<p>GOAL: Expansion of Supported independent Living Services within the Greater Western Sydney Area.</p>	<p>GOAL: Augment those learning experiences of current clients to convey a positive message to our community.</p>	<p>GOAL: Develop new community services through partnerships and joint ventures.</p>
<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • To develop our Supported Independent Living Service to target the Greater Western Sydney Area. • Expand our current accommodation locations into the suburbs within the Greater Western Sydney Area. • To increase our total number of SIL clients to 56. 	<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • Using unique technology to promote our work and clients' achievements to the greater Western Sydney Area via joint ventures and co-options, as well as electronic and printed media strategies. 	<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • Increase mutually beneficial community participation activities for current clients. • Increase mutually beneficial partnerships with communities, organisations and clients. • Establish new and utilise existing marketing platforms of other organisations, businesses and community members to support us through proactive marketing and fundraising.
<p>GOAL: Enhance our Service branding to proliferate our community presence.</p>	<p>GOAL: Use a target market approach in developing relationships with community members.</p>	<p>GOAL: To establish new vocational and community access programs.</p>
<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • To review our current name, to better reflect our organisation's mission and vision and proliferates our services in a broader perspective. 	<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • Refine our brand promotion and increase brand awareness within the Greater Western Sydney. • Create a targeted marketing approach to attract new client to our service. 	<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • To develop joint venture(s) with local education provider(s) to collaborate the development of a vocational learning program with shared goals. • To further utilise our current assets for the progress of the above program.

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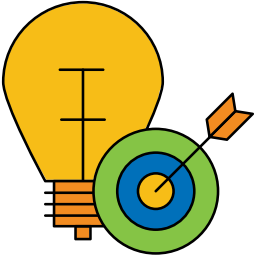


KEY INITIATIVES

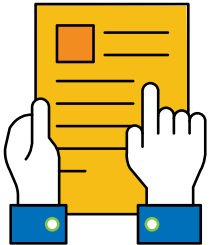
<p>GOAL: Provide support to families during the initial stages of a NDIS application.</p>	<p>GOAL: To expand and develop our Supported Independent Living Service to target the GWS Area.</p>	<p>GOAL: To establish a centre based respite service of 6 places and a home based respite service of 4 places for people with a disability.</p>
<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • To provide pre-NDIS support to at least 20 families in the first year of operations. increasing this to 40 engagements per year. • To link new NDIS participants to our SIL, family- and respite services. • To employ 1 FTE caseworker within a 12 months period. • By utilising innovative communication tools. 	<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • To target the Greater Western Sydney market with our SIL services to achieve a total of 14 additional placements. • To find or build, through Joint Ventures or other means, modern and appropriate facilities to establish a new model of living for people with disabilities. • To increase our current staff establishment and organisational structure to operate this new service. • To obtain an appropriate office location for the management of these service outlets. 	<p>KEY INITIATIVES:</p> <ul style="list-style-type: none"> • Within our current facilities, find an appropriate location for this service outlet. • To establish a new staff pool providing centre based- and in home respite services. • To develop and manage the service by further developing our management structure.

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KEY INITIATIVES

GOAL:

Establish appropriate leadership supports to meet the growing need of services.

KEY INITIATIVES:

- To find an appropriate office location for the administration and management of this in-home respite services.
- To establish a staff pool which could provide centre based and in home respite services.
- To further develop our organisational structure to enable us to develop and manage the current and new services.

GOAL:

To adapt our organisational structures to meet the demands of a growing organisation.

KEY INITIATIVES:

- To develop the position of HR & QA officer.
- To augment our administration support team.
- To broaden the structure of the organisation by segmenting the different functions of the organisation.
- To augment current roles of key positions in the organisation and to include new positions within a new structure.
- To enhance our Learning & Development strategy to include an affective Reward & Recognition that recognise success.
- Simplify policies and procedures.
- To develop a succession plan for key positions within the organisation.