

Noah's Ark Strategic Plan 2017–2020



	Engaging Families and the Community	Building the Capacity of Those We Work With	Developing Our Staff	Developing Our Organisation Sustainably	Leading and Undertaking Advocacy
Strategic Goals	<ol style="list-style-type: none"> Noah's Ark builds stronger relationships with families and local communities in each area that it works. Noah's Ark engages with stakeholders to improve the quality of services. 	<ol style="list-style-type: none"> Noah's Ark responds to the needs and expectations of families, builds their capacity and supports the achievement of their goals. Noah's Ark supports the development of inclusive services and communities. 	<ol style="list-style-type: none"> Noah's Ark attracts and retains the best staff. Noah's Ark staff develop greater confidence in communicating and implementing Noah's Ark models for supporting the development of children, families, services and communities. Noah's Ark staff have opportunities to continually develop their skills and to contribute to the development of services. 	<ol style="list-style-type: none"> Noah's Ark is seen as a service provider of choice by families, stakeholders and governments. All Early Childhood Intervention (ECI) services successfully transition into the NDIS. Noah's Ark has highly effective administrative and management systems. Noah's Ark staff work efficiently. Noah's Ark develops its programs, services and products, including through entering new geographical areas. 	<ol style="list-style-type: none"> Noah's Ark actively promotes its vision and the building of family, services and community capacity to enable a more inclusive Australia. Noah's Ark partners with organisations with shared values and interests to create new opportunities for families, stakeholders and communities.
Critical Projects 2017–2020	<p>Marketing strategies that attract families, other potential purchasers and referrers continue to be refined.</p> <p>Staff actively promote the value of Noah's Ark services to families and in their communities.</p> <p>Staff develop and sustain professional networks with significant referrers and others with influence.</p> <p>Community engagement activities increases awareness about Noah's Ark and its services.</p> <p>Stakeholder consultations in new and important markets and with specific populations, including Indigenous peoples, people from migrant and refugee communities and people who are 'hard to reach', refine our service offers.</p> <p>Stakeholder consultation with services and communities promote inclusion and service continuity.</p>	<p>Parent information is presented through an organisation wide approach.</p> <p>Noah's Ark continues to develop and refine its understanding, strategies and practices in building family capacity.</p> <p>Self-advocacy resources for families are developed.</p> <p>Families co-design services with staff which reflect family values and needs and our service principles.</p> <p>Inclusion in Early Childhood Education and Care (ECEC) and schools is promoted through new strategies, resources and services.</p> <p>Inclusion in community organisations and services is supported by new resources and services.</p>	<p>Staff are supported to transition to the NDIS through news, linkages, resources and training about:</p> <ul style="list-style-type: none"> Cultural change. Requirements, customer service needs and new systems. Contributing to innovation, quality and continuous improvement. <p>Staff learn and grow through a professional development program that:</p> <ul style="list-style-type: none"> Develops professional knowledge. Promotes an understanding of Noah's Ark service models. Builds individuals' professional skills. Develops the level of skills across the organisation. <p>Noah's Ark actively recruits quality staff and its workforce plan attracts, develops and retains them.</p>	<p>The quality and achievements of Noah's Ark services is promoted to families, stakeholders and governments.</p> <p>Noah's Ark implements efficient and effective business systems that support involvement in the NDIS, incorporating opportunities provided through new technology and solutions from other industries.</p> <p>Noah's Ark develops its understanding of and capacity to work with school aged children and their families.</p> <p>Opportunities to broaden who we support, and how, continue to be explored and acted on, including: new geographical areas; new populations; and new service types.</p> <p>Our training activities to early intervention, therapists, educators, MCH nurses etc. continue to grow as a separate business activity.</p>	<p>Noah's Ark's vision and knowledge leadership in best practice in ECI and inclusion is promoted through:</p> <ul style="list-style-type: none"> Partnerships, strategic alliances or other formal relationships. Developing resources or other materials. Facilitating or participating in key debates and discussions. <p>Publications and projects support the development of Australian research into ECI and inclusion.</p> <p>Partnerships with universities and training organisations support the translation of best practice research findings into accredited training options.</p>
KPIs and Targets The following will be achieved by 2020	<p>The attraction of potential clients and their conversion to customers, means the value of services purchased from Noah's Ark has increased.</p> <p>Referrals and recommendations come from a wide range of local network members.</p> <p>Noah's Ark is well-known/regarded in its local communities.</p> <p>Staff are confident in promoting the value of Noah's Ark services.</p> <p>Stakeholder consultations contribute directly to the development of new service offers and new markets.</p> <p>Noah's Ark has arrangements/partnerships with other service providers in each of its locations that support service improvement, continuity of services and inclusion.</p>	<p>The parent information we provide is highly valued by 80% of families.</p> <p>Families use and value suggested strategies for self-advocacy.</p> <p>Families are satisfied with the design of services and continue to engage Noah's Ark.</p> <p>Noah's Ark has developed new programs or strategies that support family capacity building.</p> <p>ECEC and schools are highly satisfied with the support provided by Noah's Ark and would recommend Noah's Ark services. Staff report high quality inclusion in ECEC and schools.</p> <p>Community organisations are satisfied with support from Noah's Ark. Noah's Ark is recognised by stakeholders for its links to other organisations and commitment to supporting community inclusion.</p>	<p>Staff report high levels of satisfaction with preparation and support during transition to the NDIS.</p> <p>Staff report high levels of satisfaction with professional development at Noah's Ark and would recommend Noah's Ark as an exemplary employer.</p> <p>Staff report high levels of satisfaction with their ability to engage and contribute to innovation and quality at Noah's Ark.</p> <p>Staff report high levels of satisfaction with team and individual skills and families report high levels of satisfaction with the quality of the professional services provided by Noah's Ark.</p> <p>Noah's Ark retains 70% of staff during the transition to the NDIS and replaces staff within a 3-month timeframe.</p>	<p>Noah's Ark publishes material at least four times a year on how children in its programs are learning and participating in all aspects of family and community life.</p> <p>Noah's Ark retains 80% of families through the transition to the NDIS and attracts new families seeking support through the NDIS.</p> <p>Noah's Ark manages the transition to NDIS income so that it is profitable, there is a sustainable ratio of corporate costs to income and positive equity is maintained.</p> <p>There are demonstrable benefits from investment in technology.</p> <p>Noah's Ark has developed new programs and strategies that support its expanding work with school aged children and families report high levels of satisfaction with the quality of the services they receive.</p> <p>Noah's Ark has expanded into Victoria, NSW, SA and Tasmania from its current service bases and explored other potential areas of work.</p> <p>Noah's Ark's training and consultancy services are financially viable and highly valued by their users.</p>	<p>Noah's Ark's has partnered with other organisations to promote best practice in ECI and inclusion.</p> <p>Noah's Ark has made representation to significant state and national organisations and forums about, and presented nationally and internationally on, best practice in ECI and inclusion and the importance of capacity building.</p> <p>Noah's Ark has partnerships with at least two tertiary education organisations related to training in ECI and inclusion.</p> <p>Noah's Ark is involved in significant academic research projects.</p>