



## Strategic Plan

**Vision:** Providing leadership in services and support for people with a neurological condition in Western Australia.

**Mission:** To work in partnership with government and non-government organisations to ensure that appropriate services are accessible for all people with neurological conditions

## Values

We value:

- The people we seek to help and their life aspirations
- Our members and their approach to tackling neurological issues
- Our staff, the important contribution they make to the organisation and the realisation of our mission
- The privacy of all parties we deal with
- Honesty and transparency in all that we do
- Professional and constructive advice
- Productive relationships with partner organisations, stakeholders and individuals
- Members of the health professions and the contribution they make to the research and treatment of neurological conditions
- Programme funding agencies and their requirements

## Implementation

We focus on four cornerstone strategic areas, in order of priority to achieve our mutual objectives:

1. Effective governance
2. Increase access to high quality caring services
3. Support for member organisations
4. Property Management

## Planning Policy

The NCWA Board will meet annually, at a special meeting held for this purpose, to review the Strategic Plan, adding or subtracting items as necessary and subsequently will require the Executive Officer to update the 12 month Business Plan to codify an implementation path.

On a monthly basis the Executive Officer is required to report to the board against the progress of each business plan deliverable.

NCWA Strategic Plan 2010-2012

Strategy Group – 1. Effective Governance

<u>Strategy</u>	<u>Objective</u>	<u>Timing</u>	<u>Performance Indicator</u>
1.1: Reform Board operating processes	Enhance governance and decision making resulting in board effectiveness	2010 and ongoing	Board self assessment
1.2: Review core documents	Ensure relevance	2010 and ongoing	Review, completion and recommended amendments adopted
1.3: Improve financial position	Secure sustainability and service capacity	2010 and ongoing	Minimum 5% surplus over expenditure
1.4: Establish risk management and succession planning procedures	Ameliorate the likelihood and impact of deleterious circumstances and events	2010 and ongoing	Tools and processes in place and reviewed annually
1.5: Legislative, regulatory and programme compliance	Service meets regulatory and legislative compliance	2010 and ongoing	Board, contract and stakeholder sign-off

Strategy Group – 2. Increase Access To High Quality Caring Services

<u>Strategy</u>	<u>Objective</u>	<u>Timing</u>	<u>Performance Indicator</u>
2.1: Embrace technology to improve program quality and increase efficiency	Create service delivery and quality improvement opportunities embracing new technology	2010 and ongoing	Client servicing and financial efficiencies reported
2.2: Professional development	Build a continuous learning based culture	2010 and ongoing	Professional Development opportunities offered and taken up and enhance the vision and mission of NCWA
2.3: Education, training and developmental opportunities for	NCWA would be recognised as providers of high quality education and training	2010 and ongoing	Positive evaluations of education and training

professional and non professional carers			
2.4: Enhanced service delivery to individuals with neurological diagnosis	Service and access to services in Neurological sector are improved	2010 and ongoing	Service access and delivery will be improved for individuals with a neurological diagnosis
2.5. Legislative, regulatory and programme compliance	Service meets regulatory and legislative compliance	2010 and ongoing	Board, contract and stakeholder sign-off

### Strategy Group – 3. Support for Member Organisations

<u>Strategy</u>	<u>Objective</u>	<u>Timing</u>	<u>Performance Indicator</u>
3.1. Proactively engage members in discussions on future activities	Establish a conduit to facilitate advice and communication	2010 and ongoing	Advisory body established and improvements in activities evidenced
3.2: Provide services to member organisations	Member organisations without internal ability are supported as required	2010 and ongoing	Member organisation positive feedback
3.3: Build advocacy capacity and role	Role of NCWA is recognised in wider community as strong sector advocate	2010 and ongoing	Positive feedback on NCWA advocacy activities

### Strategy Group – 4. Property Management

<u>Strategy</u>	<u>Objective</u>	<u>Timing</u>	<u>Performance Indicator</u>
4.1. Professional and efficient property management	Enhance the commonalities and functions within the Centre for Neurological Support.	2010 and ongoing	Adherence to quality and fiscal criteria, as well as positive feedback from centre tenants and users.