

# **Quarterly Update on Strategic Plan actions For the quarter ended 31/03/2020**

## **Summary Document**

### **Outcomes**

#### **Partner with our client-customers and their natural and formal supports to progress towards their 'good life'**

1. Beginning to implement a FOCUS plan for each client-customer that includes mainstream pathways, considers ordinary life outcomes and strengthens natural supports
2. All sessions and 1:1 supports provided have learning outcomes that outline their purpose. Survey shows 94% of respondents are in contact regularly with Keyworkers. Great unsolicited feedback on supports provided from whānau/caregivers via email, phone and Facebook. Database recording & capacity improved. Expertise from the wider community is being accessed
3. Systems are flexible, innovative and person directed evidenced by the swift and successful transition to online sessions and staff effectively working from home. Adapted very quickly to support some of our more vulnerable clients exclusively from home and the hygiene requirements of COVID-19  
GM participated in provider forums for cross-pollination of ideas. Whānau/caregivers invited to speak to draft Strategic Plan with two parties being met with and their comments informing changes to the Plan. Facilitators were challenged to think and act differently and have adapted well to online sessions that were designed around their strengths, and we are receiving great feedback from whānau/caregivers
4. Community Participation % for the Quarter was higher than the previous quarter

#### **Work locally and nationally to create opportunities, remove barriers and educate communities in order to improve outcomes for people with disabilities**

1. Night Market and Expos at Toi Ohomai cancelled due to COVID-19. Work Together Rotorua team continuing to advocate and educate individual employers. GM advocating with funders to be enablers of outcomes. 16 of St Chads clients are in employment
2. As a result of doing a press release, St Chads was featured in a Weekender article that was then 'sent to MSD Wellington' by our Relationship Manager and included in their national communication to providers on 'ideas for other providers'. We were also mentioned in a Rotorua Daily Post article. GM's presentation to providers at the NZDSN Transition from School Symposium has been delayed. GM has been requested to speak on a national online forum in April

### **Sustainability**

#### **Increase income from operating and other activities**

1. Additional hours have been sourced from contracts.
2. Income from assets and social enterprise was slightly less than the previous quarter. Delay in progressing building renovation due to COVID-19
3. No additional funds have been added to Geyser. Funds that are being held are being put on Term Deposit to maximise interest income while still allowing for appropriate levels of cashflow

### **Align people and systems to support outcomes**

1. Staff retention is good with one resignation during the quarter for personal reasons. Two staff are actively pursuing Health and Wellbeing qualifications. New skilled recruitment specialist recruited. New staff member with augmented communication strength recruited. Some client-facing vocational staff are working flexibly outside St Chads traditional hours of operation to deliver on new contracts.
2. Thirteen new tertiary students were inducted in the quarter but they have now been put on hold. A total of 20 volunteers were active prior to being stood down in March compared to 11 at the end of the previous quarter
3. A draft of an updated Governance Deed has been circulated to the Board. Enabling Good Lives information provided at each Board Meeting to inform Board Members on this vital sector document
4. Workgroups further defined in Recordbase. 'One Page' information template for Personal Plans being completed. Further structure refinements as a result of the staff resignation will support growth and complexity of the organisation. Recruitment has ensured communication remains a strength within the organisation.

### **Make our world a better place**

1. A session focussing on environmental awareness is occurring leading to additional education and signage
2. Our newest recruitment makes for seven different ethnicities now being present in staff. Five different ethnicities are present in volunteers. Eight staff have long term health conditions or live with disability. St Chads staff is diverse in ethnicity, disability, sexuality, gender, religious beliefs and age yet have a strong and positive team culture. Te Aō Maori is a focus in two sessions weekly and Te Reo and protocols having an increasing presence. All client cultures are valued and acknowledged for clients, staff and volunteers
3. Individual 1:1 work being undertaken with employers as community initiatives have been postponed for COVID-19. GM speaking in forums to educate whānau/family. Some influence in local Government through Facebook and existing relationships.

*Targets for next quarter agreed*