

Summary of Quarterly Update to the Board on Strategic Plan actions

For the quarter ended 30/06/2020

Prepared by: Nicky Mayne

Date: 18th August 2020

Outcomes

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

1. Nine clients have a FOCUS plan that includes mainstream pathways, considers ordinary life outcomes and strengthens natural supports. This meets the target set for the quarter of 15%.
2. All sessions and 1:1 supports provided have learning outcomes that outline their purpose despite the significantly changing environment we've been in. Only one member of the community participated in sessions (target was 4) and the Keyworker Training has been rescheduled for late September. There has been some great movement forward for a few clients and our collaboration with SILC (Supported Individualised Lifestyle Choices) has generated many discussions for clients who want to move from their parents' home into supported independent living.
3. ZOOM sessions were designed and implemented quickly under lockdown evidencing flexible and innovative systems. These were person directed and provided both connection and education for clients. This required learning from staff and also additional learning for clients. Tablets were purchased (from MSD funding) to support those who did not have options to engage in sessions. A new theme day schedule was implemented post COVID-19 and this included a move to only offsite supports being provided on a Friday afternoon (our Social day). We have had some very good feedback and results from this and are working individually with those that have found it more challenging. We achieved both targets in the last quarter as well as these additional changes which were possible due to flexible and enabling systems and great staff buy-in.
4. 30% of clients had an increase in their Community Participation % during the Quarter. One new enrolment in Work Together Rotorua from St Chads Vocational service. Offsite only supports on Friday afternoons also increases the options for community participation and contribution.

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

1. The Wellington Art Exhibition has been a great opportunity to educate the community and politicians. It also provided the opportunity for connection with key MOH leaders. GM has also had opportunity to speak to whanau and community organisations. 16 of St Chads clients are in employment compared to 16 in the previous Quarter even with the impact of COVID-19. Jobs were sourced for 1 Work Together Rotorua jobseekers in the quarter compared to 0 in the previous quarter. No new mainstream activities joined by clients.
2. An article was placed in the Daily Post with regards to the Exhibition and the GM was also contacted for comment on another community event. Targets for the quarter exceeded.

Sustainability

Increase income from operating and other activities

1. Unaudited financials show a 40% increase in total revenue compared to the previous year and 73% of revenue coming from providing services compared to 62% in 2019. As to targets, there has been minimal increase in hours sourced from contracts, but we are currently working with some prospective new clients. There has been a decrease in hours clients spend at the Centre due to community and mainstream activities such as employment.
2. Income of \$5569 was gained for the 2020 FY from Social Enterprise and Asset use. This compares to \$1336 from the previous year. This is a potential growth area especially as Inspire Gallery has regular open hours. Targets around Asset income is delayed until renovations are complete.
3. The dividend of \$1,000 has been reinvested in Geysler. Income from interest and dividends in 2020 were \$5,686 compared to \$4,080 in 2019 however 2021 investment rates are impacted due to COVID-19.

Align people and systems to support outcomes

1. Competency continues to improve with in house training occurring despite external training postponed due to COVID-19. Staffing capacity has been able to upscale due to the demands of COVID-19 however there will be staffing capacity issues in the next quarter. No complaints were received against staff in the quarter and no disciplinary action required.
2. We now have a great team of engaged volunteers after our volunteer programme being on hold over Lockdown.
3. An updated Governance Deed is being worked on. Enabling Good Lives information provided at each Board Meeting to inform Board Members on this vital sector document.
4. IT continues to be updated to work better for staff. Microphone/speaker purchased to better support video interpretation service for deaf staff member in meetings.

Make our world a better place

1. Slow progress in this area. Environment group considering our power usage and ways to reduce this. Board provided with updates.
2. Little progress on target however a staff member has now been asked to take responsibility for the additional use to Te Reo and Maori protocols in daily operations.
3. Through the Wellington Exhibition (MOH & MP's) and media coverage (Community), groups spoken to by GM (Whanau and Community) and employers engaged with (Business), St Chads is very present in the education of the various spheres of society