



Strategic Plan – 2021-25

OUR VISION

A safe and inclusive space for our disability community to share their hopes and dreams.

OUR MISSION

To deliver activities, experiences and opportunities that build individual capacity and connections for people with disability, their families and carers - fun guaranteed!

OUR VALUES:

- Accountability
- Respect
- Empowerment
- Inclusion
- Kindness
- Acceptance
- Integrity
- Collaboration

Activities, Belonging, Inclusion, Laughter, Inspiration, Transformation, YOU!

GOALS	Our People Engage & empower Volunteers	Our Community Engage with Members, Carers & Stakeholders	Our Programs Develop & deliver a core services program	Our Funding Develop & grow diverse income streams	Our Governance Strong governance, processes & systems
STRATEGIES	<ul style="list-style-type: none"> • Planning for sufficient & capable volunteer workforce (annual) • Planning for volunteer work-life balance (annual) • Plan & deliver processes for strong internal communications • Ensure compliant & documented processes and procedures. 	<ul style="list-style-type: none"> • Grow diverse membership • Create/maintain/nurture key stakeholder connections • Support & connect members online • Ensure strong communication processes across all channels. 	<ul style="list-style-type: none"> • Ensure a calendar of events that meets members needs & builds capacity • Create events that qualify for NDIS support for members • Deliver opportunities that support, educate, connect families/carers. • Deliver activities that promote community connection/awareness. 	<ul style="list-style-type: none"> • Obtain/maintain Charitable status • Annual grants program • Investigate and implement corporate sponsorship opportunities • Establish FF merchandise • Increase Membership numbers 	<ul style="list-style-type: none"> • Review entity type & structure • Undertake annual planning • Ensure fit for purpose policies and procedures • Annual review of Risk Management across all areas. • Forward plan for Human Services Quality Framework (HSQF) Standards Certification
ACTIONS	<ul style="list-style-type: none"> • Establish/review volunteer induction and feedback process • Identify volunteer skills, training needs and opportunities • Annual review of volunteer roles & position descriptions • Implement succession planning • Regular Meetings, email and social media communications • Policies, checklists, templates and audits. 	<ul style="list-style-type: none"> • Conduct Annual Member survey to identify Member needs • Develop and grow a closed Facebook group community. • Create partnerships to deliver member-only benefits and savings • Create online membership resources and linkages. 	<ul style="list-style-type: none"> • Plan 12 month event schedule annually • Align activities with NDIS funding requirements • Undertake risk management assessments on all activities • Deliver & evaluate regular & new events • Deliver education & connection sessions for carers/families • Develop/Deliver Annual Marketing Plan 	<ul style="list-style-type: none"> • Grant schedule • Develop fundraising strategy plan • Develop annual sponsorship strategy • Promote/sell and distribution merchandise at events and online • Promote membership at events/programs 	<ul style="list-style-type: none"> • Develop annual operations plan • Forward plan for Human Services Quality Framework (HSQF) Standards Certification • Annual review of policy & procedure documents • Implement/monitor risk - Incident, Decision, Response and review processes
KPIs	<ul style="list-style-type: none"> • Audit conducted annually • Annual volunteer survey • Number of training / development opportunities provided • High volunteer retention 	<ul style="list-style-type: none"> • Member engagement (via survey) • Demonstrated increase in online reach • Social media reach & engagement figures • Number of stakeholder groups engaged • Number of member-only offers. 	<ul style="list-style-type: none"> • Event/Program Attendances • Increase positive Event/Programs Survey results and engagement. • Conversion of Attendees to Members • Number of comments, complaints, compliments recorded 	<ul style="list-style-type: none"> • Total revenue increases annually • % as profit driven back into services • % as Fundraising revenue • % as grant revenue 	<ul style="list-style-type: none"> • Policy & procedure registered updated • Monthly Issues/Incidents/Accidents reporting • Planning days held/subcommittee reports