



Strategic Plan

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under new management
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Kalparrin Strategic Plan 2008-2011

Foreword

It is with a sense of pride and a feeling of hope that I present the Strategic Plan 2008-2011 for Parents of Children with Disabilities Inc. Pride that this small organisation that means so much to so many people can articulate its ambitions so clearly and hope that it will all come to fruition.

The plan has been developed following extensive consultation with members, staff and key stakeholders of the organisation, with the professional guidance of Marina Zafiris at 'under new management'.

The plan sets forward a vision for The Kalparrin Centre that we can all work towards, together. It is an inspiring document that acknowledges the origins of the organisation and paves the way for a future that will enable more families to benefit from the practical and emotional support that has always been the mainstay of service provision.

I would like to acknowledge the Board of Management for the enormous time and effort they have contributed to the development of the Strategic Plan – their feedback and discussions have been honest, thoughtful, frank and respectful. The same words that characterise this dedicated group of members who understand so well the challenges faced by families and work so hard to make a positive difference to the lives of other families of children with special needs.

I hope you share the excitement that this plan offers for Parents of Children with Disabilities Inc. and that in your own way, however you can, you contribute to making a difference, to achieving the vision of '...strong families, supportive communities, celebrated achievements...'.

Fiona Payne
Chairperson



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Our Purpose

To make a positive difference to the lives of families and carers of children with special needs through the provision of practical and emotional support.

Our Vision

Strong families, supportive communities, celebrated achievements.

Our Guiding Principles

1. Hope
2. Respect
3. Responsiveness
4. Accountability
5. Empowerment



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Balanced Scorecard Domain 1: Customer Perspective

Strategic Priority

Responsive to the diverse needs of families and carers.

Strategies 2008-2011

- 1.1 Explore broadening Kalparrin's membership base (08/09).
- 1.2 Explore the range of respite activities in areas of unmet need (09/10).
- 1.3 Review strategies for the provision of information to families and carers (09/10).
- 1.3 Explore utilisation of families and carers as volunteers (10/11).
- 1.4 Explore issues surrounding service relocation (09/11).

Actions 2008-2009

- 1.1.1 Identify key locations throughout PMH to place information in relation to Kalparrin.
- 1.1.2 Identify potential referral services and send them Kalparrin brochures to display.
- 1.1.3 Survey new Kalparrin members regarding their satisfaction and ways to improve service provision to them.
- 1.1.4 Place advertisements in the PMH newsletter.
- 1.1.5 Distribute the Kalparrin events calendar to LAC.
- 1.1.6 Compile an oral history of Kalparrin.



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Balanced Scorecard Domain 2: Financial Perspective

Strategic Priority

Effectively manage and grow the financial resources of Kalparrin.

Strategies 2008-2011

- 2.1 Explore recurrent funding options for respite (08/09).
- 2.2 Explore opportunities for sponsorship of core activities (08/09).
- 2.3 Explore opportunities for partnerships and alliances (09/10).
- 2.4 Explore provision of camps for other service providers (10/11).
- 2.5 Explore opportunities for mergers, acquisitions and being part of a federation (10/11).

Actions 2008-2009

- 2.1.1 Check the paper and tender sites on a regular basis.
- 2.1.2 Meet with current funders to explore possibilities for recurrent funding.
- 2.2.1 Identify potential sponsor organisations and target accordingly.



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Balanced Scorecard Domain 3: Internal Process Perspective

Strategic Priority

Effective systems to meet the needs of key stakeholders.

Strategies 2008-2011

- 3.1 Implement the quality system (08/11).
- 3.2 Review camp processes and content (08/09).
- 3.3 Explore recruitment of BOM members (09/10).
- 3.4 Review electronic and hard copy information management systems (09/11).

Actions 2008-2009

- 3.1.1 Prioritise and action items from the quality system to address in the 08/09 timeframe.
- 3.1.2 Compile and implement organisational policies and procedures.
- 3.2.1 Form a representative 'camp working party' to identify issues and actions for their resolution.
- 3.2.2 Develop, disseminate and apply a conduct policy.



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Balanced Scorecard Domain 4: Employee Learning & Growth Perspective

Strategic Priority

Develop and support staff to work effectively.

Strategies 2008-2011

- 4.1 Explore ways to create a collaborative working environment (08/09).
- 4.2 Compile a training and development strategy (09/10).

Actions 2008-2009

- 4.1.1 Recruit EO and AO.
- 4.1.2 EO to communicate relevant items from Board meetings and networking.
- 4.1.3 Regular staff meetings.
- 4.1.4 Staff and Board participating in key annual events.