



Home Assistance and Regional Transport Services Strategic Plan 2019 – 2020



Strategic Directions February 2019- July 2020

The particular focus for the next 1 ½ years will be on the following Strategic Directions:
With core funding only guaranteed until June 2020 planning capacity is limited.

1. Consolidate

Imbed newly established systems and services.

2. Strengthen

Increase financial viability

3. Services

Hone person-centered services

4. Compliance

Ensure HART Services are compliant with all required standards and compliances.

1. CONSOLIDATE

Imbed newly established systems and services

Goal 1	What	How Resources	Who	When	Output/measure	Achieved
1.1 Streamline systems	CCS invoicing	Hours for financial assistant	CCS team and Financial assistant	By May 2019	Streamlined CCS invoicing	
	CCS rostering	Personnel	Isaac and CCS team	March 2019	Stabilised rostering, less admin	
	MAC	On-going development	Anne, Maria, Bernadette & Wendy	2019	Accurate info timely response	
	HMS	Research add-on	Isaac	When viable Maybe 2020	Less admin	
1.2 Consolidate existing services (CCS)	Ensure sustainable service delivery	Limit expansion	Isaac	By April 2019	Containment	
		Cease non-viable services	Isaac	By April 2019	Increased viability	

1.3 Build Team/ Organisational cohesion. Develop Team members.	Continue training	Training budget. Personnel hours	Anne, Colleen	2019-2020	Professional development	
	Fitness/teambuilding	Walk challenge	Margot	By July 2019	Boost morale and fitness.	
	Maintain wellness focus and development	Source resources	Mgt.	2019 2020	Increase workplace wellbeing.	
	Value and involve volunteers	Vols day	Maria	May 2019 & 2020	Good attendance and enjoyment	
		Training sessions	Mgt.	2019 & 2020	Professional development	

2. STRENGTHEN

Increase financial viability

Goal 2	What	How Resources	Who	When	Output/measure	Achieved
2.1 Generate additional revenue	Explore fundraising	Personnel/time	Volunteer coordinator?	2019-2020	Funds raised	
	Expand partnerships attract sponsors	Direct contact & promo material	Colleen	2019-2020	Sponsorship expanded	
	Utilise HART Services Buses for advertising	Attract advertising	Colleen, Maria	2020	Advertising obtained	
	Utilise existing services to attract revenue	Increase brokerage	Head office	2019 - 2020	Spare capacity utilised	
	Philanthropic donations	Submissions	Colleen	2019 - 2020	Successful submissions	
	Increase income	Raise client contributions	HART	July 2019	Increased client contributions	
	Rationalise individual trips	Bookings through CTABS	Medical transport team	2019	NDIS viability	

2.2 Market strategically	Newsletter to clients	Time/Personnel	Maria	April 2019	Newsletter published	
	Wider Community	Personnel	MgT / Maria Margot	2020	Increased income	
	Careful and consistent budget monitoring	Personnel	Julie, Colleen Isaac, Maria	Monthly	Reduced costs	
2.3 Reduce expenditure	Amalgamate/reduce runs with low numbers	Run analysis	Isaac (CCS) Margot	Feb 2019 May 2019	Reduced costs	
	Increase group outings	Budget, personnel	Margot	July 2019	Increased outputs	
2.4 Reduce Unit Costs.						

3. SERVICES

HART Services is committed to providing services that keep individuals and communities connected, that respond to individual needs and fosters wellbeing.

Goal 3	What	How Resources	Whom	When	Output/measure	Achieved
3.1 Provide accessible up to date information.	Website standards Increase WW3 compliance	IT personnel	Maria	June 2019	Improved WW3 compliance	
3.2 Improve/review clients' goals processes.	HMS - improve collation options	HMS development	Isaac.	July 2019	Monitoring of clients goals. Documentation of progress.	
3.3 Value & support volunteers.	Social Events for Volunteers & Staff	Schedule regular social activities to foster teambuilding	MT, LSSP & Maria		Number of events held	
3.4 Ensure HART Services is inclusive, flexible and culturally appropriate.	Reconciliation Action Plan (RAP)	Progress RAP goals	RAP working Group and HART	2019 &2020	RAP goals met	
	Cultural Intelligence Training	Training budget	Mgt.	March 2019	CA Team development	
	Increase Aboriginal access on general social and access buses	Develop Strategies	Kyle	March 2019 onwards	Aboriginal patronage	

3.5 Ensure person centered services	Imbed Wellness & Reablement	Client education Personnel training	Colleen & Anne	2019-2020	Increased understanding and application of reablement	Article in client newsletter. Training for staff, head office and AG
3.6 Access pathway for Aboriginal clients	Facilitate ATSI employment, i.e. Study group/support workers	Partner with ACE	Colleen Kyle	July 2019	Implement study group	

4. COMPLIANCE

Ensure HART Services are compliant with all required standards and compliances

Goal 4	What	How Resources	Whom	When	Output/measure	Achieved
4.1 CHSP Standards compliance	Aged Care Quality Standards: Ensure compliance	Undertake self-assessments	Colleen	By Sept 2019	Compliance	
4.2 NDIS Practice Standards Compliance	Meet NDIS Commission standards	Re-register as NDIS provider.	Colleen	Jan 2019	Registration underway	
		External audit	Colleen & CCS team	By July 2019	Satisfactory audit outcomes	
4.3 Maintain QMS	Policy & Procedure Documentation	Review all P&P	Colleen/ Maria	By July 2019	Up to date P&P	
	Imbed culture of recording Quality & Continuous improvement within the organisation	Quality & Continuous improvement training	Colleen / Anne. Maria	2019 & 2020	Training undertaken, QI being recorded	
4.4 TptfNSW	Point to Point compliances	Time/personnel	Anne to oversee	2019 - 2020	P2P compliant	
	BOAS compliances	Strategies/gaps Time/personnel	Warren & mgt.	June 2019	BOAS gap analysis. Strategies	
	KPI's and data	Time/personnel	Ben, Margot Colleen, front desk	April - ongoing	Meeting output requirements	