

South West Community Transport - Strategic Plan 2007 - 2008

| STRATEGIES | PRI | KEY OUTCOMES | KEY TARGETS for FY 07/08 | ACTION | PORTFOLIO |
|--|-----|---|--|---------|-----------|
| OBJECTIVE 1: Improve and expand customer access and options | | | | | |
| Seek funding to service identified unmet need | H | Services more fully meet customer needs | Two items of unmet need are included in the HACC State Plan annually | EO | Quality |
| Lobby external providers | H | Improved transport service provision | A major submission is delivered on transport need | EO | Quality |
| Pursue opportunities to encourage a wider range of clientel | M | Increased utilisation by individuals and groups within existing resources | Young People with Disabilities client numbers increased | APO | Quality |
| | | | Greater use of vehicles in evenings and at weekends | SCO | Vehicle |
| | | | Annual EOI process open to groups and organisations | EO | Vehicle |
| Develop strategies to reduce client cancellations | H | Reduced unmet need | Minimum 10% reduction in individual cancellations | EO | Quality |
| Involve stakeholders more in business improvement | M | Improved customer service | Maintain at least one focussed Working Party | Board | Strategy |
| | | | Bi-annual planning days | Board | Strategy |
| Compare client profile with local demographics | L | Identification of potential unmet need | A comparative study | EO | Strategy |
| Exploit new funding sources | M | Increased capacity, flexibility and viability | EOIs submitted for Regional Capacity Building | EO | Chair |
| Promote service to other agencies and community bodies | M | Increased referrals | Regular attendance at representational forums / meetings. | EO, SCO | Chair |
| Develop a sustainable approach to subsidisation of group transport | M | Cost effective service delivery | A Subsidy Policy | EO | Finance |

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| One stop shop for transport | M | Majority of community transport options available from one area e.g. SWCT. | Promote SWCT as Best Practice provider | EO | Quality |
| OBJECTIVE 2: Support our staff in providing safe, customer focussed, quality service. | | | | | |
| Target skill and representational diversity in Board members | M | Improved activity and expertise among portfolio holders | All Board positions filled | Board | |
| | | | Appropriate matching of members to portfolios | Board | |
| Attract volunteers | M | Increased volunteer support to SWCT activities | 5 additional CALD volunteers | WP, APO | Staff |
| Meet OHS legislative requirements | H | Improved work practices (eg written procedures, increased hazard identification) | Review of Policies | Board EO | Risk |
| | | Importance and priority to be afforded OHS is reflected in the resourcing of its needs | Responsive financial provision made for OHS related training and material requirements | EO | Risk |
| | | Reduced insurance premiums | | EO | Risk |
| Maintain an up-to-date and relevant set of policies and procedures | H | An unambiguous workplace for staff | Superceded policies and procedures are replaced within 2 months | EO Portfolios | Board as applicable |
| Improve communications with staff | H | Improved morale | Half yearly staff newsletters | EO | Staff |
| | | Improved knowledge and understanding of the business | Half yearly staff briefings | EO | Staff |
| Target training that will up-skill staff and gain formal recognition | M | More skilled workforce | Production of a relevant annual training program | EO | Staff |

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| | | Improved motivation | New staff completing orientation training within a month of joining SWCT | SCO | Staff |
| | | Adoption of best practice | | | |
| Target recruitment for multi-lingual staff | M | Improved quality of service to CALD clients | 20% of new staff have a second language | EO, WP | Staff |
| Owning a Multipurpose building within 10 years | H | Accommodation suitable to growth of organisation | Develop Marketing Plan | EO, WP | Strategic |
| | | | | | |
| OBJECTIVE 3: Achieve sector leadership / recognition. | | | | | |
| Pursue innovative service delivery models | M | Enhanced service delivery / administration | At least one initiative promoted annually | EO | Quality |
| | | | At least one research project undertaken annually | EO | Quality |
| Actively advocate on client issues | M | Improved service delivery | At least one issue raised on State-wide agenda annually | EO | Quality |
| Actively promote transport options | M | Increased utilisation of services | Half yearly client newsletters | EO | Quality |
| | | | One entry / article in other service providers' communications per annum | EO | Quality |
| Contribute in State-wide Forum | H | Enhanced service delivery / administration | Hold an elected position on the CTO Executive | EO | Board |
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| Action Keys: EO - Executive Officer; SCO - Service Co; WP - Working Party; APO - Aboriginal Project Officer | | | | | |