



# Fairhaven Services Ltd

Strategic plan 2021–2024

February 2021

(Updated February 2023)

# Strategic Plan 2021 – 2024

**Our Purpose** Is to create opportunities where people living with disability can achieve what they want from life.

**Our Vision** A world where every individual matters, starting right here.

**Our Promise** We see you and we get you. We'll work hand in hand with you to achieve what you want from your life. That's our promise. A world where every individual matters.

## Our values:

Have fun: Enjoy your work and make it fun.

Be enthusiastic: Have a positive outlook & embrace change.

Work Together: Join the team – together everybody achieves more.

Be Fair: In your thoughts, actions & decisions.

Always Improve: On the way we do things & the Fairhaven's culture.

## 3-year horizon:

### Key Goal 1

Relevant, contemporary and expanded service offerings and networks.

### Key Goal 2

Attract new participants and customers to Fairhaven.

### Key Goal 3

Attract and retain a skilled team working in an engaged and accountable culture.

### Key Goal 4

An efficient, effective and sustainable organisation.

***Key Goal 1: Relevant, contemporary and expanded service offerings and networks.***

Outcomes	Success indicator
1.1 Research and identify potential participant offerings and insights.	<ul style="list-style-type: none"> <li>• Insights and research converted to trials/new offers.</li> </ul>
1.2 Refresh services and develop and evaluate new offerings.	<ul style="list-style-type: none"> <li>• Number of new offers trialled and successful.</li> <li>• Uptake trends of new service offering</li> </ul>
1.3 Foster and enhance productive networks, partnership and relationships.	<ul style="list-style-type: none"> <li>• Feedback and insights from partners.</li> <li>• Direct referrals trends</li> </ul>

***Key Goal 2: Attract new participants and customers to Fairhaven.***

Outcomes	Success indicator
Attract new participants.	<ul style="list-style-type: none"> <li>• Growth trends in new participants.</li> </ul>
Attract new customers.	<ul style="list-style-type: none"> <li>• Increase in revenue from new customers</li> </ul>

**Key goal 3: Attract and retain a skilled team working in an engaged and accountable culture.**

Outcomes	Success indicator
3.1 Attract, retain and skill our people.	<ul style="list-style-type: none"> <li>• Employee engagement trends</li> <li>• Turnover and retention rates</li> <li>• Development plans completed.</li> </ul>
3.2 Foster an engaged and accountable culture.	<ul style="list-style-type: none"> <li>• Employee engagement trends</li> </ul>

**Key goal 4: An efficient, effective and sustainable organisation.**

Outcomes	Success indicator
4.1 Improve our financials and risk settings.	<ul style="list-style-type: none"> <li>• Profit and loss trends</li> <li>• Risk register trends</li> <li>• WHS data trends</li> </ul>
4.2 Strengthen systems and processes.	<ul style="list-style-type: none"> <li>• Staff engagement data trends.</li> </ul>
4.3 Achieve sound Governance	Audit report trends % Strategic plan achieved