

Strategic Plan – FY23-25

Supporting, Advocating, Empowering

OUR VALUES

Integrity: We remain true to our Mission and are honest, open, ethical, and fair. We take accountability for our actions and our actions match our words.

Passion: What we do, we do well. We act with courage to create a better future.

Inclusion: We know it takes people with different ideas, strengths, interests, and backgrounds to succeed. We collaborate to leverage collective knowledge.

	Our People	Our Community	Our Services	Our Funding	Our Governance
GOALS	Enable high performance in our people through a supportive culture, professional development and collaboration	Increase our influence and be valued as the trusted leaders in Down syndrome across the lifespan	Increase our relevance by delivering credible and authoritative advice and valued services across Qld	Diversify and grow our funding sources and use our funding wisely.	Demonstrate strong governance in everything we do
STRATEGIES	<ul style="list-style-type: none"> Demonstrate leadership and accountability in living our values Invest in excellence – support our people (staff, volunteers and peer supporters and leaders) by developing their skills and involvement in DSQ. Get the mix right – right people, in the right place 	<ul style="list-style-type: none"> Strengthen our engagement – build productive relationships and partnerships based on mutual respect and understanding Increase our reach across Queensland Increase accessibility to, and knowledge of, our services. 	<ul style="list-style-type: none"> Continue to improve the reach, delivery, quality and scope of our programs and services. Make it easier to understand what services we provide and who can benefit from them (Service Mapping) Continue to refine our processes to review our services for viability and value to members 	<ul style="list-style-type: none"> Maintain (and grow) existing funding sources and opportunities within our Core services. Identify and pursue new funding sources which align with our Strategy Focus on ROI in the fundraising and donation space. 	<ul style="list-style-type: none"> Simplify our business – streamline and leverage technology Improve reporting of key performance measures to drive decisions Utilise our Risk Management Framework to inform decision making Demonstrate compliance with governance requirements and relevant industry standards
ACTION PLANS – FY23	<ul style="list-style-type: none"> Expand the involvement of People with Down syndrome in our services. Ensure all staff KPIs and Performance plans align with the Strategic Plan Increase collaboration within DSQ and with other States and Territories Develop capability (including succession planning and training and development opportunities) Embed an understanding of the social and human rights model of disability across DSQ. 	<ul style="list-style-type: none"> Proactively increase the reach of DSQ through community engagement, partnerships and promotion of our services and resources Continue refine and deliver our Communications and Marketing Plan Pursue systemic advocacy through a structured and deliberate approach. Explore the role DSQ can play in the Intellectual Disability space 	<ul style="list-style-type: none"> Establish Committees with Community representation to provide input into our services. Increase promotion of our key NDIS Services, in particular to people with ID. Complete Service Mapping to clearly present our offerings and to assess current and inform future services Support and reflect Down syndrome research and expertise in our services and supports 	<ul style="list-style-type: none"> Ensure we collect data to demonstrate the Impact of our services to our funding bodies or members. Critically review Fundraising activities and identify new partnerships and opportunities Improve our donor experience to generate more donations Continue to review the pricing of our services 	<ul style="list-style-type: none"> Continue to use and develop the CRM, including reporting, data management and capability Continue to review and refine our processes around services and programs from a risk management perspective Develop training and internal audit processes to manage policy compliance Review and update policies and procedures to reflect changes in process and/or requirements
KPIs – FY23	<ul style="list-style-type: none"> Peer Leaders in paid roles by 31 Dec and performing at least 20 hours of work per quarter. Staff reviews completed by 31 August Disability training started by 28 Feb Staff survey results indicate improvement overall as well as in recruitment/onboarding and collaboration 	<ul style="list-style-type: none"> Increase in membership of people with Down syndrome to 1500 by 30 June. Comms and Marketing Plan metrics meet targets by 30 June Engagement in key advocacy areas has been planned and executed Establish plan for DSQ’s potential role in the ID space by 31 December 	<ul style="list-style-type: none"> Committees in place and operating by November NDIS Program attendees up by 25% on 2022 levels. Complete initial Service Mapping by 30 September and use this to inform a review of services by 31 December. Pursue at least 2 external research opportunities within our services 	<ul style="list-style-type: none"> Impact measurement pilots implemented by 31 December Increase in Fundraising and Donation contribution (after costs) of 20% year on year Review pricing structure of NDIS Programs with Price Guide updates. 	<ul style="list-style-type: none"> CRM training and use promoted and Dashboard reporting implemented by 31 December. NDIS audit has no major non-conformances Processes for all services reviewed and changes implemented by 28 February.