

Key Goal Two:

An influential and strong organisation

OUTCOME	INITIATIVES
9. Efficient business systems	<ul style="list-style-type: none"> - Implement a Customer Relationship Management (CRM) system organisation-wide - Implement a Human Resources Information System (HRIS) organisation-wide - Install on-line procurement and asset management systems - Implement capital works action plans for each region - Implement IT infrastructure action plan
10. The right staff with the right skills in the right places	<ul style="list-style-type: none"> - Implement business continuity planning - Refine workforce planning - Enhance staff retention programs - Refine succession planning for Board and senior management - Improve career planning for staff - Enhance recruitment programs for direct carers - Expand volunteering
11. Predictable incomes streams to support growth and diversification	<ul style="list-style-type: none"> - Continue the growth of the CP Foundation - Explore and adopt new fundraising programs - Finalise the Allambie site project - Continue to monitor asset management and investment returns - Expand fee-for-service solutions
12. Improved corporate social responsibility	<ul style="list-style-type: none"> - Establish partnerships with corporates to adopt key programs - Undertake an environmental impact study of key practices and systems
13. Well respected and recognised Spastic Centre and CP brands	<ul style="list-style-type: none"> - Develop community awareness programs in schools - Improve and create new promotional material
14. Innovation and reform with government	<ul style="list-style-type: none"> - Improve retirement options for ageing clients - Improve therapy and equipment solutions - Improve youth programs - Lobby for tax concessions for individualised trusts and foundations
15. Global participation in the development of disability services	<ul style="list-style-type: none"> - Continue Asia-Pacific community development and capacity building programs - Continue monitoring international best practices - Develop affiliations with national and international organisations
16. Effective governance systems	<ul style="list-style-type: none"> - Continue education programs in organisational governance - Explore special interest groups for directors of not-for-profit organisations

Key Goal Three:

Research that is relevant and makes a difference

OUTCOME	INITIATIVES
17. A targeted research agenda that influences policy and practice	<ul style="list-style-type: none"> - Complete Delphi study to define research priorities - Complete a national economic impact study of cerebral palsy
18. A rigorous evaluation framework for all services and programs	<ul style="list-style-type: none"> - Select and apply evaluation model for all services and programs
19. Families informed about best service choice options	<ul style="list-style-type: none"> - Expand on-line resource tools - Create information packs and forums
20. Sustainable capacity to support national and international research	<ul style="list-style-type: none"> - Develop CP Foundation Research programs - Progress the development of the Cerebral Palsy Institute



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