

# Business Plan 2011-2012

Program	Goal	Activity	Target	Strategy	Evaluation, indicator	When	Who	Risks	Who with	\$
<b>Advocacy</b>										
Policy	C	Continue to chair and resource HIV + Health Promotion	HIV + health promotion service providers	Develop and build membership, content, planning and outcomes	measure participant satisfaction amend based on feedback, evaluate outcomes of plan	All	CEO		ACON	
Policy	D	Ensure Positive Life NSW representation at	relevant partners and stakeholders	ensure effective representation at relevant fora prioritize current representation identify strategies to manage representation	# of representative roles Positive Life NSW attendance scoring benefits as part of performance measurement development of evaluation mechanism for representation System to feed information into work of Positive Life NSW and partners		LF		CEO	
Policy	D	HIV Human Rights Legal Policy Network	sector	Evaluate first forum, consider need/support for ongoing forum	communication, resources and submissions	1/4	LF		Legal Aid, Acon, HALC,	
Policy	D	Identify and respond to relevant policy issues	service providers, government	monitor for opportunities to input system to prioritize respond to distributed reviews, reports, etc initiate action to support improved access to pharmacy, dental services feed into relevant NAPWA, AFAO, HREOC, NCOSS processes	number of submissions lodged number of submissions supported		LF			core
Policy	A	World Aids Day media	General public	ongoing training for people with HIV to speak to media during WAD period	feedback from recruits successful articles		LF		STIPU	

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Policy	D	Develop policy position papers for key issues	Board, stakeholders, staff	consult re priorities consult re issues develop drafts revise after feedback seek Board approval			CEO		LF	
Systemic Advocacy	C	Access to mainstream services	mainstream human service providers	advocacy on mental health, insurance, community pharmacy	issues identified engagement with mainstream services		LF			core
Systemic Advocacy	D	Sculptr	people with HIV experiencing FL	advocate re MBS listing as possible	advocacy outcomes		LF		NAPWA	
Systemic Advocacy	B	Health education program	people with HIV	Plan and deliver 4 2011/12 events, finalise marketing and content	Ongoing evaluation		LF		Reference Group	
Systemic Advocacy	D	operating policies and procedures	stakeholders	review and revise policies and procedures as necessary	as per Spina work		LF		CEO	
Systemic Advocacy	A	HIV media workshop	media	Consider options for 2011 Forum	evaluate process revise based on 2009 recs.		LF		AFAO	AFAO
Systemic Advocacy		Hotline	people with HIV	Identify operating and referral protocols, research 1300#, develop training plan for staff, develop and implement marketing	As per evaluation plan		CEO	service provider opposition,	LF, Ref Gp	
Systemic Advocacy		Positive women in NSW	NSW women with HIV	Develop research project to consult with NSW women and relevant services providers re non clinical support needs and options			CEO	funds available.	LF, Ref Gp	
Systemic Advocacy	B	Priority 1 Mental Health	people with Hiv, service providers	LF Develop advocacy strategy based on report			LF		KT	

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<b>Systemic Advocacy</b>	C	Priority 2 Insurance	People with HIV	scope issues, develop advocacy strategy and objectives		Full year	LF			
<b>Systemic Advocacy</b>	D	Annually identify 2 key priorities	people with HIV, other stakeholders	Consult via Board Advisory Groups Develop and maintain networks with other policy and systemic advocacy workers		All	LF		BAGs	core

## CEO

<b>Government relations</b>		Maintain and develop relationships with	Government	Responses, submissions, contact, FPA management			CEO			
<b>Media</b>		Respond and initiate media comment	Media	Identify issues, media strategies, relationships with media		All	CEO			
<b>Policy</b>		identify and progress strategic policy issues	stakeholders, decision makers	identify opportunities to progress Positive Life NSW policy priorities		All	CEO		LF, KT	
<b>Representation</b>		Representative positions, appointed and org	stakeholders	Assess rep roles for CEO, prioritize, delegate as relevant		All	CEO			
<b>Research</b>		Maintain relationships with KI, NCHSR,	Research stakeholders	Responses to requests, research support and partnership, advice and advocacy re research themes.		All	CEO			

## Communications

<b>Communication</b>	B	HIV services	People with HIV, GPs Service users	Continue to improve online function or links to other sources Develop and implement promotion strategy Assess need for LHN or cluster based resource	survey of users web based survey Increase in number of website hits	All	SA		PM	HARP
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<b>Communication</b>	A	Produce and distribute 5 editions of Talkabout	People with HIV, service providers	publish 5 editions Publish Annual production schedule Talkabout available on PL website, key content published on other journals to enhance reach, readable v version available online Publish highlights in non traditional media	Report on reader survey, distribution review	All	SA		All	core
<b>E News</b>	A	e mail news letter development	members, people with HIV, other service users	Set publication schedule Publicise and recruit "subscribers", develop content	Amend based on feedback 5 editions published, increase in subscribers	All	SA		PM	core
<b>Strategy</b>	E	Draft communications strategy including	internal and external	draft strategy, consult, review and implement		2/4 11	SA			
<b>Talkabout</b>	A	Talkabout writers	people with HIV, HIV service providers	Identify and mentor new writers as opportunity arises	Number of participants, articles Number of articles published in Talkabout Participant survey at workshop		SA		partners	core
<b>Website</b>	A	Ongoing website improvement	web users	Ongoing website development and maintenance	number of hits, ongoing improvements to accessibility, monitor use via Google analytics, bounce rate improves	All	SA		PM	TBA

## Community Development

<b>Funding</b>	C	FDN Trust Run	financially disadvantaged people with HIV	Develop options for 3yr funds for FDN		1/4 11	CEO		BGF, ACON, ATA	
<b>Outreach</b>		NSW HIV Forum	NSW people with HIV	Implement project plan, establish working group, build program, identify attendees	Develop and implement evaluation plan	2011-201	CEO	funds, participation	HS, LF	

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Outreach	A	Regional Work	people with HIV in Southern and Western NSW	Return visit to Bega, Albury, Plan road trip to Greater Wes	client satisfaction, service responses contributions to Talkabout	3/4 10	HS		LF, Acon, GWAHS, BGF	
Outreach	A	Regional Work	People with HIV in Northern Rivers	Contribute to work of Northern Rivers branch, Talkabout column		All	HS		SA	
Outreach	A	Regional Work	regional people with HIV and service providers	identify opportunities to engage regional people with HIV and service providers prioritize southern and Western NSW	participant evaluation	All	LF		HS, GWAHS, ACON, BGF,	
Outreach		Peer social events	people with Hiv	plan and hold Xmas picnics, Xmas Party.		12/11	Board		CEO	
Peer support	A	Implement and progress Ps Review report	group current and potential clients, facilitators	Working group develops and implements objectives re current and new groups/ peer support work	incorporate findings into program changes, consider options for peer support for heterosexual people with HIV		HS		CC, ACON, Pozhets	
Peer Support	A	Planet Positive	people with HIV	finalise venue, publish annual dates, Midnight Shift events, revise alcohol provision	participants survey, number of participants	All	HS	alcohol changes, donation	ACON	1500
Peer Support	B	Genesis	newly diagnosed gay men	Positive Life NSW support to ACON	as per ACON	All	HS		ACON	
Peer Support	C	729 Peer support group	People living long term with HIV, older poz people	implement review recommendations, ongoing 729 activity dependent on outcomes	# participants attending 2 or more satisfaction, online survey		HS			

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PSB	C	General PSB	general community, community and health services	Hospital training-develop Corporate marketing Speaker networking events, training	post presentation evaluation by speaker and client, annual report on themes number of talks number of return talks	ongoing	HS		HR, Scott M	
PSB	B	Health worker training	service providers	Develop ways to incorporate speakers into systemic advocacy work health worker training with St Vincent's	numbers of speakers new audiences speaker and client evaluation		HS		LF	core
PSB	C	speaker development and support	new, existing speakers	training program, Forum consult with speakers identify new priorities	training evaluated and report prepared ongoing training needs identified		HS			core

## Governance

Board	E	Business Planning	Staff	Board Staff planning session to develop business plan 1213	review 11/12 Business Plan reference to Strategic Plan	3/4	CEO		HR	
Board	E	Annual General Meeting	Members	AGM planned, election planned and held, Annual Report developed and published		Novembe	HR		President, SA	3500
Board	A	Board Advisory Groups	Key community stakeholders	3 meetings per year Annual priority setting and planning session	meetings held, participant survey, retention rate of members (reviewed annually) Annual member satisfaction survey	quarterly	Board	attrition, poor feedback	RL, HR	1500
Board	E	Board Governance charter	Board	Review Charter 2012 orientation	as part of Board satisfaction		Board		CEO	
Board	E	CEO Performance Review	Positive Life NSW	Conduct performance review of CEO	Consider outcomes, recommendations assess against KPIs for 2010-2011 year	0412	Board		CEO	

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Board	E	Performance Review	Board members	Conduct 1112 Board and Admin Performance Review, Meeting reviews		3/4 09	Board		CEO, HR	
Board		Learning and Development	Board	Review effectiveness of Learning Seat training, consider other modules.			Board		CEO	
Board	E	2010-2014 Strategic Plan	Stakeholders	review Strategic Plan and report in annual Report	Report in Annual Report	all	CEO		President	core
Internal		Staff performance reviews	Staff	hold performance review interviews with staff		04/12	CEO		HR	
Members		identify opportunities to engage and	PLNSW members	Consult, implement as per Strat Plan			Board		CEO	

## Health Promotion

Health Education	C	Simple Pleasures workshop guide	people with HIV living longer term	assess use of guide promote workshop at relevant retreats, forums.	feedback from participants and presenters	All	HS		KT	
Health Education	B	ongoing needs re syphilis, sex and Hep c, reinfection	people with HIV, service providers	assess impact and uptake of resources reinfection information published online. ongoing promotion and distribution			KT			
Research		Serodisco Study Investigator, Psychosocial	Study Group	Attend, participate, lead substudy, provide feedback and consult advice		All	KT			

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Social Marketing	B	Resource review	people with HIV, service providers	consider use of current factsheets print and online	evaluate resource development amend as relevant		KT			
Social marketing	C	Mental Health resource development and	People with HIV, service providers	recommendations and actions from report - educators & community forums	internal	2-3/4	KT	other priorities		
Social Marketing	B	Wrapped or raw	people with HIV who do or want to sero sort	ongoing website management, update info re reinfection, further video work	website as per Google analytics, Manhunt reports, Spina external evaluation	2011-201	KT			core
Social marketing	B	Resource and campaign development and	People in sero discordant relationships	2nd magazine, community forum, discussion forum	survey at events		KT		Craig C	
Social marketing		Stigma	community	HIV stigma media work, social marketing			KT			
Social Marketing	B	Risk reduction	HIV + and negative gay men	Negotiate outcomes with ACON re SAMs and +/- relationships			CEO		KT	

## Internal

CQI	E	Accreditation	Positive Life NSW	Prepare for 2012 Review, continue to progress actions as per quality work plan	Quality journal developed, planned implementation work carried out to timetable	All	HR			core
CQI	E	Improve Positive Life NSW access for CALD people	CALD people and services	identify possible actions	actions undertaken consult with services		HR			
Finance		Audit	Positive Life NSW	prepare for end of year, liaise with auditor, supply records etc to auditor.			HR		ESV	

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<b>Finance</b>		FPA Acquittal Report and financial report	NSW Health	timely accurate submission of report		0711, 091	<b>CEO</b>			
<b>HR</b>	E	Develop planned approach to team building within	Staff	consult to identify objectives from team building, plan tasks to meet objectives	Plan is developed and incorporated into Business plan, plan includes performance measures.		<b>HR</b>		CEO	
<b>HR</b>	E	Supervision and support	Positive Life NSW staff	ensure regular supervision of all staff, professional development plans prioritized	act on feedback, issues document actions	All	<b>CEO</b>		HR	
<b>HR</b>	E	Enterprise Agreement	Staff	Implement 2011 Agreement			<b>CEO</b>		All	
<b>HR</b>	E	Professional Development	Staff	Develop and implement professional development plan for each staff member	Actions carried out Training appropriate and good quality		<b>HR</b>			
<b>HR</b>	E	Recognition of Achievement	Staff, Board, members, stakeholders	identify ways to improve recognition of individual, team and organisational achievements	staff report improved sense of appreciation by organisation		<b>HR</b>		CEO	
<b>HR</b>	E	Organizational management	Positive Life NSW	staff supervision and support volunteer supervision and support Financial management Office systems maintenance and development	staff retention rate performance management system outcomes volunteer retention HR systems maintained # Complaints received, resolution	All	<b>HR</b>		CEO	
<b>Policy</b>	E	evaluation framework for Positive Life NSW	Positive Life NSW	review framework, data collection systems	4 evaluation forums held, # and % of reports delivered by staff		<b>CEO</b>		All	
<b>Policy</b>	E	Internal policy	Positive Life NSW	Policy and Procedures	6 monthly staff policy in-service training ongoing policy review		<b>HR</b>			

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Policy	E	Risk management plan	Board, stakeholders	Review risk management framework, implement hold session to assess organizational risk Update policy, draft mitigation plan, Seek Board approval for policy and plan	Framework developed and accepted by Board	2/4 11	HR		CEO, Board, staff	
Policy	E	develop data collection mechanism	Positive Life NSW	identify data collection needs identify method for collection, report and analysis pilot selected method	data collection system provides data relevant to advocacy and reporting needs		HR		HS	core