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Dear families,

On behalf of our team, I would like to welcome you to Noah’s Inclusion Services. We have been supporting local children and families since 1981 within the Shoalhaven and now in the Illawarra. Noah’s is a not-for-profit NDIS service provider, offering services for children with a developmental delay or disability that helps them to make the most of all opportunities at home, school and in the community.

As well as our extensive therapy programs, we also provide a range of support services that assist families to help their child grow and develop. Our behaviour support services empower families to manage challenging behaviours and our Start Up Program facilitates assessment, diagnosis and early intervention for young children.

We also help families to cope with the demands of caring for a child with a disability and to navigate through the milestones within their individual journey.

Whatever your reason for coming to Noah’s, we welcome you and your family. Your wellbeing is important to us and we look forward to getting to know you.

Alice Lans  
Chief Executive  
Noah’s Inclusion Services

Board

Noah’s is run by a Board that includes parents and interested community members. The Board’s role is to oversee the operations and finances of Noah’s Inclusion Services. The Board meets monthly during school terms. All financial members are welcome to attend Board meetings.

Board Members

President: Mr Colin Waller  
Vice President: Mr Ian Patrick  
Secretary: Dr Richard Liu  
Treasurer: Mr Lee Hopperton  
Members: Mr John McEwen  
Mr William Price  
Mrs Lorraine Montgomery
Noah’s Inclusion Services is a community-based, not-for-profit organisation. Since 1981 we have been working with children of all abilities and their families to provide excellence in early childhood education, therapy and support.

**Our Vision**

A community where every child belongs and is given every opportunity to thrive.

Every child. Every opportunity.

**Our Purpose**

We provide therapy, education and support for children, young people, their families and carers so they are included and can participate meaningfully in their home, early childhood centre, school and community.

**Our Values**

**Inclusiveness**

Making sure that all our families feel accepted and valued

**Collaboration**

Working together with our families and the wider community to achieve our vision

**Adaptability**

Changing what we do to suit the needs of each family

**Respectfulness**

Valuing each individual and communicating with understanding and openness

**Evidence-based practice**

Using the best available evidence to inform our practice.
Noah's Inclusion Services works with you and your child to provide a whole range of services, when and where they are most beneficial.

From birth to 18 years we focus on creating a long-term relationship with each child. We work at family homes, pre-schools, schools, our centres and in the community to build the capacity of your child and those around them.

We have been operating since 1981, nurturing families and helping children of all abilities to make the most of every opportunity in life.

When you come to Noah's you join our community. This gives you access to an incredible range of support from our highly experienced and committed teams who all work around the needs of you and your child.

Noah's is a one-stop shop for assessments, individual and group programs, reporting, parent and peer programs, behaviour support and plan management.

We are an NDIS registered provider, so you can come to us no matter how your plan is managed, and you are guaranteed to only be charged fees that are in line with the NDIS.

Your child and family is at the centre of everything we do

**INDIVIDUAL PROGRAMS**
Whole family centred key worker (children 0-7 years) and therapy team supports.
Our staff teams include: Speech Pathologists, Occupational Therapists, Educators, Psychologists, Physiotherapists, Behaviour Support Practitioners.

**GROUP PROGRAMS**
We offer groups such as: Start Up Assessment, Transition to School, Behaviour Support, Little Steps supported playgroups, Aboriginal Family Playgroups, Koori Kids Together (Wreck Bay and Jervis Bay) and school holiday workshops.

**PLAN SERVICES**
Noah's can help you make the most of your child's NDIS plan through our dedicated Plan Management team.

**FAMILY SUPPORT**
Support includes answering your questions, Parent Room information sessions, Peer Mentoring, MyTime Support and our Family Disability Support Program.

We offer services in the Shoalhaven, Jervis Bay and Illawarra with offices in...
• Therapeutic supports
• Early childhood supports
• Assistive equipment
• Life skills development
• Behaviour support
• Community participation
• Group/centre activities
• Plan management

As well as these NDIS services, we also have other support programs for families. A great time to explore these is during any waiting times you might experience for your child’s NDIS services.

**Little Steps**
- A supported playgroup and information service, Little Steps brings together local families of children who don’t attend daycare or pre-school. It’s a great place for you and your child to relax and have fun, meet other families and seek advice on your child’s development.

**Start Up Program**
- Families of children aged 0-6 years who are worried about their development can bring their child to Start-Up, a short-term assessment program with a team of professionals including Speech Pathologists, Occupational Therapists, Educators and Psychologists. The Noah’s team can identify developmental issues and connect families with the right services for further help.

**Behaviour Support Program**
- Parents and carers who are experiencing difficulties managing the behavior of their child (aged 2.5-7 years) can access the Behaviour Support Program. This program promotes positive parenting and families have access to helpful free resources.

**Aboriginal Programs**
- A variety of programs are designed for the Aboriginal community, including a playgroup, assistance to access childcare and services at the Gudjahgahmiamia Day Care Centre at Wreck Bay.

**The Parent Room and My Time**
- The wellbeing of parents and carers is important to us. We hold regular support group meetings as well as information sessions on a variety of topics to provide information, learning, connection and support to parents and carers of children with additional needs.

**Mundamia Early Learning Centre**
- Noah’s has an onsite inclusive early education and care service. This is for children of all abilities in the local community. Places are available in our modern...
By bringing your child to Noah’s, you are accessing some of the most qualified and experienced professionals in the local area. Their collaborative approach means your child will benefit in many different ways. These are some of the roles within the Noah’s team.

**Speech Pathologist**
Speech pathologists see children who have difficulty talking or understanding speech. They can help you find ways to encourage your child to communicate in the most effective way they can. Speech pathologists also work with children who have difficulty eating or drinking.

**Occupational Therapist**
Occupational therapists encourage the development of fine and gross motor skills, sensory processing and self-help skills. Using movement and play activities, a therapist focuses on a variety of activities with each child, including drawing, cutting, manipulation, balance and coordination, dressing, toileting and feeding.

**Physiotherapist**
Physiotherapists encourage the development of mobility and movement through exercise, activities and play. They focus on posture, movement, crawling and walking and how these things might be made easier for a child.

**Psychologist**
Psychologists work closely with parents, carers and their families to support them and teach them strategies to help them cope with challenges now and in the future. This assistance may take the form of counselling, workshops, group time, helping develop social networks, organising time-out or simply having a chat over a coffee.

**Behaviour Support Practitioner**
Behaviour Support Practitioners are responsible for assessing, designing, evaluating and monitoring behaviour support plans and interventions for individuals accessing Noah’s Inclusion Services NDIS services.

**Educators**
Educators develop your child’s learning skills, particularly focusing on problem solving, thinking, basic concept development, memory, attention and school readiness. They can suggest ideas to families and preschools to assist with behaviour management, social skills and preparing them for school.

**Early Childhood Educators**
Early childhood educators assist in the implementation of programs planned by your child’s therapist or teacher, sets up activities for therapy sessions, contributes to recorded observations and may also visit schools, preschools or long day care centres to work with your child.

**Family Information Support Worker**
Family Information Workers help parents/carers through the maze of information and...
Noah’s Inclusion Services is committed to providing quality service to clients by ensuring staff work to a high standard. We do this by ensuring that our staff:

- Have appropriate checks including Working with Children Checks and Criminal History Checks
- Are qualified and registered clinicians or educators
- Have been provided with training and supervision
- Ensure that we provide service models that have been researched and evaluated to inform best practice

Noah’s Inclusion Services place high expectations on staff conduct and performance, and requires staff to maintain a professional standard of conduct.

To adhere to the required Code of Conduct, staff are required to comply with Noah’s Inclusion Services policies, procedures and practices and relevant government legislation and standards including NDIS Practice Standards and NDIS Code of Conduct requirements for relevant staff members.

Noah’s Inclusion Services staff will:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct
8. Listen and take the time to understand each client’s unique situation
9. Be proactive and timely in our communications
10. Communicate with our clients regularly to review services and adapt to any changes

Noah’s Inclusion Services staff are considered mandatory reporters and, as such, will
At Noah’s, the wellbeing of your whole family is important to us. Caring for a child with a disability or additional need is a huge responsibility and we are here to help you navigate this challenging journey.

We have a thorough support program schedule that you are welcome to access at all times. This includes our weekly My Time sessions held at Nowra and Ulladulla during school terms, The Parent Room information sessions held twice per term in Nowra and regular events to help provide you with information on relevant topics and connections to other families.

At our Noah’s Nowra centre there is a well-equipped parent room for carers and parents. Please feel free to use this quiet space to have a cup of tea or coffee or a chat with another parent while your child is in group session or attending their scheduled appointment.

Our Ulladulla centre, which is open Wednesday, Thursday and Friday, also has facilities for families should they be required. Please call our Ulladulla Coordinator, Nicki Kennedy on (02) 4455 1318 for further information.

Families accessing our services in the Illawarra can find information about our services, provide feedback or find information about a range of topics on our website www.noahs.org.au or our Facebook page.

The noticeboard in our parent rooms display lots of information about what is happening at Noah’s and around the Shoalhaven. Please add anything you think might be of interest to other parents or caregivers.

A suggestion box is also located in the parent room or at our Ulladulla centre on the front desk. Please add any ideas, concerns or thoughts to the box. Your feedback is very important to us and helps us to provide the best services for your family.

As many of you will be receiving services outside of our centres in Nowra, Ulladulla or Port Kembla, please do not hesitate to use the ‘Contact/Feedback’ section of our website if you would like to let us know if services are not meeting your needs or we have been doing a great job. Alternatively email us at nowra@noahsark.nsw.edu.au

Any feedback is most welcome and helps us to ensure that we are providing the best possible service for your child and family.
Noah’s is able to help you connect with other relevant community services that might benefit you and your family.

One of the main ways we help you connect to the community is through transition to educational services. These may include but are not limited to:

- Department of Education, Catholic Education Office, Anglican or Christian schools
- The Early Intervention Unit (EIU) at Bomaderry Public School
- The Special Support Units, for children with a diagnosis or intellectual delay, located at but not limited to, Bomaderry, North Nowra, Nowra East, Sanctuary Point, Milton, Koonawarra, Albion Park, Warrawong etc
- Havenlee Special School (shares the site with North Nowra Public School)
- Budawang Special School in Ulladulla
- Parameadows and Peterborough Schools in the Illawarra

It is important that the transition planning process begins as early as possible to ensure a smooth journey for you and your child and to allow time for training of staff or provision of special equipment.

Noah’s works closely with many organisations and agencies in the area, including:

- Local Area Coordinators - Uniting Australia
- Early Childhood Early Intervention provider - Lifestart
- Aboriginal organisations such as:
  - South Coast Aboriginal Medical Service
  - Cullunghutti
  - Gudjahgahmiamia Early Learning Centre—Wreck Bay
  - Noogaleek
- Mission Australia
- Family and Community Services
- Mind The Gap
- East Nowra Hub
- Interchange
- Early childhood agencies
Having your input into the way we provide services is very important to us. We value your opinions, experiences and feedback, both negative and positive.

**Fundraising**
Many of the services we provide are not funded under the NDIS. Without Government funding, we rely on the community to help us do the extra things that we know are so valuable and beneficial to families.

Fundraising also helps us to update our facilities and resources.

We welcome support from individuals, businesses and community groups. We would love to hear from you if you are able to make a donation or have a fundraising idea.

**Events/Volunteering**
We hold special events from time to time and welcome your participation. If you are able to donate some of your time to Noah’s, we also have a range of volunteer positions available.

**Facebook**
One of the best ways to keep up-to-date with everything that is happening at Noah’s is to follow our Facebook page. Here we advertise news and events and promote some helpful information and links for families.

You are also welcome to leave a review for Noah’s on our Facebook page.

**Board**
An Annual General Meeting (AGM) is held in November each year, to elect volunteers for the Board, to report on the previous year’s activities and to make plans for the future. We encourage all our families to attend and become involved in your child’s intervention program.

If you would like to nominate to be a member of the Noah’s Board, please look out for the nomination forms which will be sent to all financial members at the beginning of November each year. Alternatively have a chat to any of our staff who will point you in the right direction to start the nomination process.

**Involvement in Development of Organisational Policy, processes and service planning**
We encourage parents and/or caregivers to be involved in the development of policies and procedures which guide our Organisation and service delivery. If you

A child’s rights are to:

- Feel safe and be safe from abuse, from being hurt, or mistreated, either physically or mentally
- Have contact with their family and community
- Have their culture, language, religion and sense of identity preserved in the support they receive
- Have the least intrusive intervention necessary
- To participate in their learning and development and decisions that affect them
- Dignity, respect and preservation of their sense of self value and worth

In addition, Noah’s Inclusion Services will at all times:

- Respect the rights of individuals
- Ensure individual privacy, dignity and confidentiality is protected
- Ensure parents/carers and children are in control of their support and are the ones to make decisions on choices that affect them and the service they receive
- Provide quality services that meet the needs and preferences of the individual supported
- Respect the individual, their circumstances, lifestyle, cultural, religious and personal beliefs and choices
- Operate in an environment free from discrimination financial, physical, sexual and emotional abuse, neglect and exploitation
- Provide information to support individuals to make informed choices in a format that is appropriate, age-related, culturally-sensitive and accessible
- Charge fees that comply with legislative requirements and are appropriate to the service being received
- Encourage and support individuals to raise complaints and have the complaints resolved in a satisfactory way
- Work with families to understand changes in their needs and preferences and modify support when needed or requested.

Noah’s Inclusion Services will support parents/carers and children to understand and fulfil responsibilities appropriate to them. These responsibilities include:

- Respecting Noah’s Inclusion Services staff that work with them and their families
- Actively communicating with Noah’s Inclusion Services on changes to their needs and preferences, concerns or complaints they have and feedback on the quality of the service they receive
- Paying agreed fees within agreed timeframes
- Working with Noah’s Inclusion Services staff to ensure their agreed goals and desires are achieved

Appointing Representation (Advocacy)

Noah’s Inclusion Services supports your preferences and rights to elect an alternative person for managing your services on a day to day basis or appointing a representative to advocate on your behalf.

You can appoint a family member or friend to be your representative or you can have someone to represent you from an independent advocacy service.

An advocate is someone who works on your behalf and at your direction in a way that represents your wishes. They will listen to your concerns, give you information and speak up for you, with your permission. Advocacy is often free, confidential and independent. For more information visit the Department of Social Services website at www.dss.gov.au who have a listing of all National Disability Advocacy Agencies funded by the Australian Government (by state and territory).

Noah’s Inclusion Services will:
- Provide support to enable you to make decisions about how and when you access advocacy services;
- Respect your choice of advocate and will work with you and the advocate to ensure that the service and support provided best meets your needs, preferences and interests;
- Maintain knowledge and information on advocacy services and resources to ensure you are offered appropriate services as required;
- Assist you to access an advocate as needed or requested.

Input and advice from family, carers and/or advocates is welcomed based on your child’s needs and preferences.
Noah’s Inclusion Services collects, records and maintains a variety of information to enable effective service delivery and to meet business requirements.

Noah’s Inclusion Services ensures that all information is maintained, used and stored in accordance with the Privacy Act 1988, the Australian Privacy Principles and the Health Records and Information Privacy Act 2002 in a manner that protects an individual’s right to privacy, dignity and confidentiality.

Noah’s Inclusion Services meets the requirements of relevant privacy legislation by ensuring:

- Information is collected for lawful purposes and only when it is directly related to the service to be provided or to meet business requirements;
- Collecting personal information directly from the person or their person responsible unless it is not practical or reasonable to do so;
- Where a person is not able to provide the information it is obtained from another person or organisation that is authorised to provide the information;
- Individuals are informed of the information that is collected, the purpose it is collected for and who will have access to it;
- Client information is provided to staff based on what is needed to ensure safe, effective service provision and the requirements of their role;
- Clients are provided with support to access their own personal information (including a child they are responsible for) as needed;
- Information will not be provided to a third party without consent from the client;
- Information systems are maintained and controlled in a way to protect unauthorised access or use.

Information collected from you may include:

- Personal information;
- Medical records;
- Assessment and support requirements to ensure eligibility for services and determine how we can best assist you;
- Daily support notes to ensure services are meeting your child’s goals;
- Complaints—to ensure we are able to respond to any complaint made by you;
- Incidents;
- Reports/information from other agencies;
- Communications with clients, families and carers;
- Information to meet funding or government requirements or required by law; and/or
Noah’s Inclusion Services encourages feedback from clients in order to address their concerns, complaints and to provide feedback. Noah’s views all feedback as an opportunity to further enhance service provision and ensure client satisfaction.

When a complaint is raised, Noah’s Inclusion Services will:

- Acknowledge the complaint
- Provide answers if the facts are known
- Treat the person complaining with respect
- Action the complaint by informing the person complaining what to expect while the complaint is being looked into and keep them informed throughout the process
- Carry out the complaint handling process in a fair and open way
- Provide reasons for decisions that are made
- Protect individual privacy and confidentiality
- Provide a genuine and timely apology

No client will be disadvantaged or refused service as a result of raising a complaint.

There are various ways you can give us feedback. These include:

- Talk directly to any of our staff
- Ask another agency or advocate to assist you in providing us with feedback
- Ask for a feedback form and place it in our suggestion box
- Provide feedback through our website by clicking on Contact/Feedback on the homepage www.noahs.org.au
- Contact our CEO, Alice Lans by mobile 0439 827 745 or e-mail alans@noahsark.nsw.edu.au
- Contact our Vice President, Ian Patrick by mobile 0414 832 100

If, after you have raised your concerns with Noah’s Inclusion Services staff, you are not happy with the outcome, please contact the following agencies:

**NDIS clients**

- NDIS Quality and Safeguards Commission
- Telephone: Toll free 1800 800 110 or TTY 133 677

**All other clients**

- Email: nswombo@ombo.nsw.gov.au
Complaints Process

How?
Phone, email, website or tell a staff member

What will we do?
If we can we will deal with it straight away

Satisfied

Investigator keeps you informed and tells you the result

No

A staff member investigates. Try to resolve issue in 2 weeks

Supervisor and CEO informed—Supervisor investigates

Yes

Resolved

Investigator keeps you informed and tells you the result

No

Supervisor investigates

Yes

Resolved

Satisfied

No

Talk to staff member, complete complaint form

For NDIS clients is NSW Quality and Safeguards Commission
www.ndiscommission.gov.au/participants/complaints
Ph: 1800 800 110
TTY: 133 677

All other programs
NSW Ombudsman
www.ombo.nsw.gov.au
Ph: 1800 451 524
TTY: 131 450

Resolved

Satisfied

Yes

Resolved

Satisfied

No

NSW Ombudsman
www.ombo.nsw.gov.au
Ph: 1800 451 524
TTY: 131 450

For NDIS clients
is NSW Quality and Safeguards Commission
www.ndiscommission.gov.au/participants/complaints
Ph: 1800 800 110
TTY: 133 677
Noah’s Inclusion Services, as registered NDIS providers, is required to comply with NDIS Practice Standards and NDIS Code of Conduct. The practice standards mean that we meet certain standards in our service delivery and take action to continually improve the quality of services we provide to you and your child.

As part of the Practice Standards Noah’s is required to notify the NDIS Commission of ‘reportable incidents’.

Reportable incidents are specific types of serious incidents that have, or are alleged to have, occurred in connection with the provision of supports and services.

These incidents include:

- death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of a person with disability; or sexual misconduct committed against, or in the presence of, a person with disability, including grooming for sexual activity
- the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person

Restrictive practices include:

- Seclusion
- Chemical restraint
- Mechanical restraint
- Physical restraint
- Environmental restraint

The definition of ‘reportable incident’ captures not only incidents that are confirmed to have occurred, but also allegations of the incidents described above.

Noah’s Inclusion Services staff are required to report any incidents to the NDIS Commission within 24 hours of becoming aware of a reportable incident or allegation.

Additionally Noah’s staff are required, within five business days of key personnel becoming aware of a reportable incident, to provide additional information to that provided in the immediate notification form.

By complying with the above requirements you can be sure that Noah’s is providing:

- services in a safe and competent manner
- Promptly takes steps to raise and act on concerns about matters that may
# Strategic Plan 2017-2020

## Our Team

To maintain a supportive, passionate and engaged team that strives for professional excellence

- Promote a safe and flexible work environment that combines professional learning with compassionate and effective leadership across the whole organisation.
- Develop improved communications to keep staff, Board and volunteers connected and informed.
- Ensure our vision, values and purpose are referenced actively and consistently by the Board, staff and volunteers.

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<th>Team engagement</th>
<th>Professional development</th>
<th>WHS compliance</th>
<th>Informative, effective communication</th>
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<th>WHS incidents</th>
<th>Bi-annual Staff Survey</th>
<th>Internal Communication Plan</th>
<th>Training Register</th>
<th>Staff retention and absenteeism</th>
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## Our Community

To improve the lives of children and families through strong engagement with the community

- Maintain and build trusted relationships with local businesses, service providers and funding bodies to engage support.
- Promote awareness of inclusion in the community through targeted services, projects and information sharing.
- Collaborate to create links and partnerships with other agencies and professional networks to ensure mutually beneficial outcomes.
- Provide a voice for children and young people in our local community.

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<th>Sponsorship</th>
<th>Awareness</th>
<th>Referrals</th>
<th>Funding grants</th>
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<th>Fundraising revenue</th>
<th>Quarterly Family Survey</th>
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## Our Services

To deliver effective services that meet the current and anticipated needs of children, their families and those around them

- Provide a wide choice of flexible, evidence-based services designed to engage and empower.
- Develop innovative programs based on client need and current best practice.
- Measure and analyse the outcomes of our programs and the impact on those who use them.
- Ensure programs are culturally appropriate and sensitive to individual needs and circumstances.

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<th>Satisfaction</th>
<th>Results</th>
<th>Client centred</th>
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<th>Quarterly Family Survey</th>
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## Our Sustainability

To secure our future as a leading provider of quality services

- Govern with a committed and informed Board that supports management and staff to implement the Strategic Plan, provide strong risk management and fiscal oversight.
- Review and continuously improve our internal processes and systems to promote usable, efficient work practices and maintain externally recognised quality assurance certification.
- Demonstrate adaptability and innovation in response to client needs and the changing social, political and economic environments.

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<th>Financial viability and visibility</th>
<th>Supportive technology</th>
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<th>Robust and transparent business planning and reporting</th>
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<th>Financial reports</th>
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<th>Industry forum involvement</th>
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Noah’s Inclusion Services

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