



MURA KOSKER SORORITY OPERATIONAL PLAN 2020

The Annual Plan translates the Strategies identified in the Mura Kosker Sorority's (MKS) Strategic Plan 2020-2025 and unpacks key objectives into priority tasks, over a 12-month period. Specifically, this Annual Plan encompasses January – December 2020.

This is an internal document and reference source for MKS Board and Staff. It only contains key tasks and not the many routine tasks of MKS staff covered by mechanisms such as funding agreements, compliance systems, policies and procedures, meetings of various types, and position descriptions.

The purpose of this Annual Plan is to focus our attention on the main things that must be done to progress the strategic plan, and enable continuous improvement.

*Cover image courtesy of Kantesha Takai.
Image location: Green Hill, Thursday Island
Year: 2019
Mura Kosker has joint-copyright of image*





STRATEGIC GOAL

Focus on governance, risk management and compliance

OBJECTIVE

01

Make an annual Board action plan

TASK: identify the key tasks for each Board meeting for the coming year

WHEN: JANUARY

WHO: MKS Manager

TASK: change the name of MKS to better reflect the current range of services

WHEN: AUGUST

WHO: MKS Board

OBJECTIVE

02

Keep risk management plan updated

TASK: develop a Risk Management Plan that includes the full range of risks that MKS is likely to encounter

WHEN: JAN - MARCH

WHO: MKS Manager

TASK: ensure that Risk Management is a standing agenda item for all Board and whole staff meetings

WHEN: MONTHLY

WHO: MKS Board

TASK: undertake a review of the Risk Management Plan at a Board meeting in the later part of the year

WHEN: NOVEMBER

WHO: MKS Board

OBJECTIVE

03

Maintain a compliance register

TASK: develop a comprehensive Compliance Register including important routine obligations such as checking WwCC etc

WHEN: FEBRUARY

WHO: Finance Officer

TASK: table the Compliance Register at every Board meeting and include a statement in the Managers Report confirming the current extent of compliance

WHEN: MONTHLY

WHO: MKS Manager

OBJECTIVE

TASK

conduct a brief review of the effectiveness of all inductions in the past year, consulting with inductees

WHEN: JANUARY

WHO: MKS Manager

TASK: undertake a brief review of the effectiveness of all inductions in the past year, consulting with inductees

WHEN: SEPTEMBER

WHO: MKS Manager

STRATEGIC GOAL

Enable staff and Board to achieve their potential

OBJECTIVE 05

Improve staff supervision, support and connect to MKS training plan

TASK: ensure that all staff have a regular supervision session with their supervisor. Keep record of any matters arising
WHEN: ONGOING
WHO: MKS Manager

TASK: engage with the mentoring, leadership and training resources of Wakai Waian Healing
WHEN: ONGOING
WHO: MKS Manager

TASK: develop an annual MKS Training Plan, allocate a budget and ensure that annual performance appraisals feed into the training plan
WHEN: FEBRUARY
WHO: MKS Manager
Finance Officer

TASK: ensure that an annual performance appraisal of the Manager is completed and endorsed by the Board
WHEN: SEPTEMBER
WHO: MKS Board

OBJECTIVE 06

Develop the role of Board members

TASK: update the Board member Role Statement and allocate responsibilities to each Board member
WHEN: FEBRUARY
WHO: MKS Board

TASK: develop a Board member skills matrix in order to identify individual or group training needs for inclusion in the annual MKS Training Plan and/or utilise an external mentor
WHEN: FEBRUARY
WHO: MKS Manager

TASK: plan to undertake a whole Board Governance Refresher every two years
WHEN: TBA
WHO: MKS Board

TASK: undertake a Board self-appraisal prior to the Annual General Meeting
WHEN: OCTOBER
WHO: MKS Board

OBJECTIVE 07

Improve information management systems

TASK: review the current information management practices to identify cost-effective ways to ensure that client information is stored electronically and is able to be analysed to inform service development
WHEN: MARCH - JUNE
WHO: MKS Manager

TASK: consult with relevant organisations and peak bodies in order to identify cost effective options for moving all MKS systems (HR, Risk etc) and routines online
WHEN: JULY - OCTOBER
WHO: MKS Manager

STRATEGIC GOAL

Improve the wellbeing of Elders in our communities

OBJECTIVE 08

Increase social participation

TASK: prepare a calendar and plan for the key events in the year

WHEN: JANUARY

WHO: Program Officer

TASK: participate in the annual Elders Interagency planning meeting

WHEN: YEARLY

WHO: Program Officer

OBJECTIVE 09

Assist Elders with daily challenges

TASK: attend the Thursday gatherings at the TS Aged Care (HACC) Centre to be available for Elders who need support

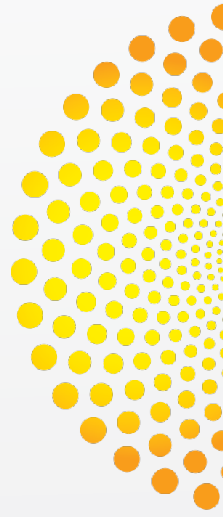
WHEN: WEEKLY

WHO: Program Officer

TASK: keep a record of data and consolidate into a brief summary each month, to assist in identifying trends

WHEN: MONTHLY

WHO: Program Officer



STRATEGIC GOAL

Nurture and protect young children

OBJECTIVE 10

Deliver programs like Positive Parenting

TASK: develop a schedule of PPP group sessions for the year

WHEN: JANUARY

WHO: Program Officers

TASK: prioritise CAFS worker for PPP with Mura Buai (PPP trained) staff as backup to meet individual client needs

WHEN: ONGOING

WHO: Program Officers

OBJECTIVE 11

Conduct mobile playgroups

TASK: introduce mobile playgroup service to Hammond and Horn Island

WHEN: FEB - MARCH

WHO: Program Officers

TASK: implement a Child-Parent Bonding Program linked to mobile playgroup service as a follow-on from the PPP

WHEN: APRIL

WHO: Program Officers

OBJECTIVE 12

Support Parents

TASK: assist and advocate for parents

WHEN: ONGOING

WHO: Program Officers

TASK: keep a record of supports and consolidate into a brief summary each month, to assist in identifying trends

WHEN: MONTHLY

WHO: Program Officers

STRATEGIC GOAL

Keep families safe and strong

OBJECTIVE 13

Promote and deliver early intervention

TASK: provide a thorough induction on TI for the new Family Support Workers
WHEN: JAN - FEB
WHO: Program Manager

TASK: strengthen the relationship with the Investigation and Assessment Team (Child Safety) in order to achieve the best possible outcomes
WHEN: FEB - APRIL
WHO: Program Manager

TASK: develop a schedule of community visits (for engagement, awareness and client follow up) for the year
WHEN: JANUARY
WHO: Program Manager

TASK: ensure that the wellbeing priorities identified in the Kaurareg, lama and Masig Healing Forum Reports (Healing Foundation) are considered when work is planned or new programs designed
WHEN: ONGOING
WHO: Program Manager

TASK: develop an information kit for communities that clearly communicates the services available to them and provides other useful information such as a plain language explanation of child safety procedures
WHEN: FEBRUARY
WHO: Program Manager

OBJECTIVE 14

Support parents experiencing a crisis

TASK: case manage referrals from Child Safety
WHEN: ONGOING
WHO: Program Manager

TASK: case manage self-referrals
WHEN: ONGOING
WHO: Program Manager

TASK: develop some quantitative measures of positive client outcomes eg number of self referrals and proportion of self referrals in total referrals
WHEN: MARCH
WHO: Program Manager

TASK: keep the Practice Manuals up to date by briefly checking in with staff about improvements, (best practice, regulations etc), at each team meeting
WHEN: MONTHLY
WHO: Program Manager

OBJECTIVE

Image right: Sugu Hunting.
Photography by *Kapu Milal Pic*

STRATEGIC GOAL

Support people affected by domestic violence

OBJECTIVE

16

Provide counselling to men and women

TASK: plan visits for the year as well as events eg Reclaim the Night

WHEN: JAN - FEB

WHO: Program Manager

TASK: ensure that the domestic and family violence priorities identified in the Kaurareg, lama and Masig Healing Forum Reports (Healing Foundation) are considered when work is planned or new programs designed

WHEN: ONGOING

WHO: Program Manager

TASK: provide counselling to women (by women)

WHEN: ONGOING

WHO: Program Manager

TASK: strengthen mens groups in order to better engage with individual men needing counselling (by men)

WHEN: ONGOING

WHO: Program Manager

OBJECTIVE

17

Provide referrals to suitable services

TASK: keep up to date with the availability of appropriate post counselling supports so that referrals are effective

WHEN: ONGOING

WHO: Program Manager

TASK: deliver education sessions in order to continue to improve community engagement (minimum of once per quarter)

WHEN: ONGOING

WHO: Program Manager

OBJECTIVE

18

Support parents moving back to the community

TASK: provide counselling and support as necessary

WHEN: ONGOING

WHO: Program Manager

TASK: keep a record of data and consolidate into a brief summary each month, to assist in identifying trends

WHEN: ONGOING

WHO: Program Man

STRATEGIC GOAL

Advocate for gender equality in our community

OBJECTIVE

19

Ensure services are based on human rights, self determination, cultural respect and cultural safety

TASK: ensure all services are based on human rights, self determination, cultural respect and cultural safety

OBJECTIVE

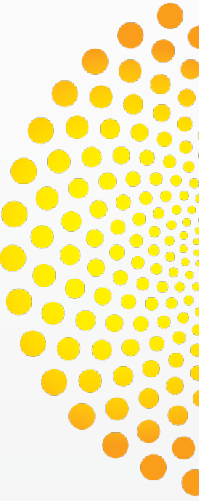
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Advocate for LGBTIQ inclusiveness

TASK: connect with relevant LGBTIQ support networks and services, in order to provide reliable referrals when necessary

WHEN: APRIL

Nominated Program Officer



STRATEGIC GOAL

Respect people, place and culture

OBJECTIVE 21

Ensure cultural considerations underpin all service delivery

TASK: continue to refine the Cultural Framework developed in 2019

WHEN: MARCH

WHO: Program Officer

TASK: ensure that the cultural priorities identified in the Kaurareg, lama and Masig Healing Forum Reports (Healing Foundation) are considered when work is planned or new programs designed

WHEN: ONGOING

WHO: Program Officer

OBJECTIVE 22

Support community following death in community

TASK: keep a record of death in community supports and consolidate into a brief summary each month, to assist in identifying trends

WHEN: MONTHLY

WHO: Program Officer

OBJECTIVE 23

Participate in cultural celebrations

TASK: include cultural celebrations in annual calendars and travel planning of all service delivery staff

WHEN: JANUARY

WHO: Program Officer

STRATEGIC GOAL

Engage with communities

OBJECTIVE 25

Conduct regular feedback gatherings in all communities

TASK: develop a schedule of visits to hold gatherings to gather feedback for planning

WHEN: JANUARY

WHO: Program Officer

TASK: continue the develop the Healing Foundation partnership by supporting the Healing Forums in three more islands in 2020

WHEN: TBA

WHO: Program Officer

OBJECTIVE

24

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events

WHEN: ONGOIN

WHO: Nominated

OBJECTIVE

26

Keep communities
informed

TASK: tell communities
what Mura
Kosker is doing

WHEN: MONTHLY

WHO: Program Officer

Image right: Malu Geth.
Photography by *Kapu Milal Pics*

STRATEGIC GOAL

Develop strong partnerships and networks

OBJECTIVE 27

OBJECTIVE

Formalise
arrange
other orga

TASK: identify all
organisations
which staff
regularly work
with

WHEN: FEBRUARY

WHO: MKS Manager

TASK: decide the
appropriate
type of formal
agreement
(eg service
agreement, MOU,
exchange of
emails/letters etc)

WHEN: MARCH

WHO: MKS Manager

TASK: complete all
agreements
including
a dispute
resolution
section ie what to
do when things
don't work

WHEN: APRIL

WHO: MKS Manager

WHEN: ,

WHO: M.



OUR PURPOSE

“Mura Kosker advocates for human rights in the Torres Strait and provides services and programs to benefit women, men and the wellbeing of their families.”



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Cover image: Thursday Island. Photography by *Kantesha Takai*