



AUSTRALIAN EXCELLENCE AWARD  
1H 2023

Studer Group



## Windarring

Windarring is a people centered, community-based organisation committed to eliminating barriers to participation, inclusion and acceptance for people with disabilities in their local community. Windarring is also proud to be a registered National Disability Insurance provider offering and delivering quality supports across many areas to clients in the Macedon Ranges, Mt Alexander, and Greater Bendigo in Victoria.

Prior to commencing the partnership with Studer Group in 2019, the organisation's senior leaders identified employee engagement, client and family satisfaction and financial performance as priority areas for focus. To support achievement of these priorities, the newly appointed Chief Executive Officer, Vicki Poxon, established a strong team to lead Windarring forward to deliver their mission of ensuring the best outcomes for participants by providing high quality, responsive and personalised support for those with disabilities and with their families.

## What We Did

In 2019 work started with the Team Leaders across all sites with the "Good to Great" Program in association with Studer Group. A new strategic plan was created to support the communication and understanding with staff and leaders to achieve our goals. Monthly Accountability meetings commenced to ensure all leaders were supported with achieving the goals of the organisation.

The team continued this work by setting our standards of behaviour that link to our five GREAT values of: Genuine, Respect, Excellence, Accountability & Togetherness. Once our values were cemented within the team environments we quickly moved on to implementing Catch Ups which in the Studer world are more widely known as Leader Rounding conversations.

## RESULTS



**35%**  
(Clients)

**\$5.2m in June 2017 to  
\$9.8m project for June 2023**



**85%**  
(Employee  
Engagement)

**We have fun at work = 85%  
My immediate  
Manager/Supervisor does  
a good job = 83%**



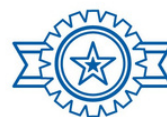
**87%**  
(Revenue)

**Approximately 130 clients in 2019  
Approximately 175 clients in 2023**



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## What We Did continued

This was encouraged with not only employees but also supported employees of Windarring, every staff member was encouraged to have a one on one conversation with their leader each month to provide feedback and to help address any issues across the organisation. Very quickly issues were completed and recognition provided to staff as a direct result of the catch ups.

Windarring worked with Studer Group to create a Parent Catch Up process where by the Team Leaders of sites would work towards having conversations with the parents or families of clients to identify how we could better support the clients in our care and make Windarring an organisation of choice. Leaders also gathered information to understand what new programs could be implemented to ensure the best outcomes for those in our community.

Windarring commenced the Studer Group Leadership Development Program in April 2022 with all Team Leaders and 2IC's. The intent of this program was to assist in leadership capabilities across the organisation. This program has been so successful that we are about to embark on a second cohort with emerging leaders.

In addition to the above tactics, Huddles have been one of our big successes. These were implemented for better communication at each site and are a 'must do' activity every day with all staff and clients joining in on the process to understand the needs of the day and for any information to be shared. The team are extremely proud of the results achieved to date and are committed to establishing a sustainable and growing service to meet the needs of those in the community requiring disability services.



Vicki Poxon, outgoing Chief Executive Officer, Jaime Thomson, Studer Group Coach, Kate Healy, Client, Jan Mohoney, Chair of the Board and Mike Amor, incoming Chief Executive Officer, from Windarring.

*“Receiving the Organisational Excellence Award is a testament to the dedication, hard work, and collaborative spirit that defines our organisation's culture. This achievement would not have been possible without the commitment of each team member. It motivates us to continue striving for innovation, continuous improvement, and the delivery of exceptional results”.*

Vicki Poxon  
Chief Executive Officer (outgoing)