

REAL LIVING OPTIONS
ASSOCIATION INC.

Supporting a lifestyle for people with a disability

STRATEGIC PLAN



2018 – 2020

Strategic Overview

Vision

The Service will work towards maintaining people with disabilities in their own home within the community, with a lifestyle of their choice that reflects the conditions of everyday life valued by the community.

Mission

Real Living Options Association Inc. is a family governed organization which values and respects the rights, responsibilities and aspirations of people with a disability, while promoting maximum participation and inclusion in the community with a focus on living a life of choice.

Values

- People with a disability have a right to a lifestyle which is based on the same rights, responsibilities and opportunities as other citizens.
- People with a disability, along with all members of society should have a safe, secure and comfortable life in their own home.
- A person's home environment should be a place of sanctuary which will be reflected in all work practices of Real Living Options Association Inc..
- The natural authority of families is respected.
- Community inclusion is not just living in a house in the community, it also gives rise to meaningful participation in community life and the development of broader networks.
- People with a disability should expect to have support and assistance which respects their rights, responsibilities, goals and aspirations and is flexible to changing needs while providing opportunities for participation and valued roles.

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Manifesto

Engaged and Reliable

We do what we say we will do

Collaborative

We engage and everyone matters

Adapting

We learn and adapt

Commercial

We are a business

Values Driven

We walk the talk

Participant Led

You are in control

Strategic Directions

1. Quality Service Provision

Support people with disabilities to have opportunities in life similar to others in the community.

2. Recruitment and Retention of Exceptional Staff

To have an organisational culture that attracts and invests in a skilled and caring workforce.

3. Responsible Governance

Recognised for dynamic leadership and effective corporate governance.

4. Service Sustainability with Integrity

Strategic development of support services for people with disabilities

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Outcomes

1. Quality Service Provision

Support people with disabilities to have opportunities in life similar to others in the community.

- 1.1 To maintain a 'Person Centered Approach' which ensures services are delivered in a manner that assists people who use the service to achieve their maximum potential and access opportunities available within the community
- 1.2 To have available a range of suitable communication strategies for people who use the service, their families/advocates and all stakeholders
- 1.3 To have people who use the service and their families/advocates involved in the planning of their daily activities and routines
- 1.4 To ensure our systems are consistent with the NDIS Legislation and Human Services Quality Framework

2. Recruitment and Retention of Exceptional Staff

To have an organisational culture that attracts and invests in a skilled and caring workforce.

- 2.1 To have successful staff recruitment strategies and induction processes in place
- 2.2 To have clear succession planning flexible strategies in place for employees
- 2.3 To conduct regular Achievement Plans with mechanisms in place which support ongoing training and development
- 2.4 To ensure all employment practices are in accordance with current legislation
- 2.5 To promote a working environment which is both affirmative and supportive of all staff

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3. Responsible Governance

Recognised for dynamic leadership and effective corporate governance.

- 3.1 To have clear recruitment and succession planning strategies in place for Management Committee and senior staff positions
- 3.2 To review the performance and roles of the Management Committee and provide support and training to all Management Committee members
- 3.3 To appoint and strategically use sub-committees as part of the organisational management structure
- 3.4 To have easy to use and understand policies and procedures, including a proactive approach to complaints and disputes management
- 3.5 To monitor the current financial practices and controls with regular review the current financial position
- 3.6 To ensure the ongoing viability of the organisation and any financial growth assists the sustainability of the service
- 3.7 To regularly investigate opportunities for sourcing additional funds
- 3.8 To have up-to-date technology in place to enable the organisation to operate effectively and efficiently
- 3.9 To ensure the Service has a valued and readily recognised identity in the community

4. Service Sustainability

Strategic development of support services for people with disabilities.

- 4.1 To regularly review and monitor service capacity to ensure service development is sustainable, viable and in line with the vision and values of the organisation
- 4.2 To ensure any growth continues to provide flexibility and choice for the people who access our service
- 4.3 To keep informed and develop appropriate strategies in relation to the implementation of the NDIS and Self Directed Funding

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