

REAL LIVING OPTIONS
ASSOCIATION INC.

Supporting a lifestyle for people with a disability

STRATEGIC PLAN



2025 - 2028

Strategic Overview

Vision

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

Mission

Real Living Options Association Inc. is an organisation that was established by families of people who have a disability. The Organisation values and respects the rights, responsibilities and aspirations of people with a disability, while promoting maximum participation, control 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 opportunities, rights, responsibilities 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 respected in all work practices of Real Living Options Association Inc.
- 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 be flexible to changing needs while providing opportunities for participation and valued roles.

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Manifesto

Participant Led

You are in control

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

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Strategic Directions

1. Quality Service Provision

Support people with disabilities to have opportunities and choices in their lives.

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

Be recognised for excellence in service delivery, dynamic leadership and effective corporate governance.

4. Sustainability and Future Direction

Pro-active awareness of a changing environment to ensure continued viability and growth.

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Outcomes

1. Quality Service Provision

Support people with disabilities to have opportunities and choices in their lives.

- **Maintain a Person-Centered Approach:** Deliver services that help individuals achieve their maximum potential and access community opportunities, ensuring the flexibility to adapt to their changing support needs.
- **Communicate Effectively:** Engage with people using the service, their families/advocates, representatives/nominees, and all stakeholders, tailoring communication to meet their individual needs.
- **Collaborative Planning:** Involve individuals and their families/advocates and/or representatives/nominees, in planning daily activities and routines, while ensuring our service delivery aligns with NDIS Legislation and Quality and Safeguards Practice Standards.

2. Recruitment and Retention of Exceptional Staff

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

- **Recruitment and Retention:** Implement effective staff recruitment strategies, induction processes, and clear succession planning to ensure a stable and capable workforce.
- **Staff Development and Supervision:** Conduct regular staff supervision and provide ongoing training and professional development opportunities to enhance skills and performance.
- **Compliance and Positive Work Environment:** Ensure all employment practices comply with current legislation and foster a positive, supportive working environment for all staff.

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3. Responsible Governance

Be recognised for excellence in service delivery, dynamic leadership, and effective corporate governance.

- **Governance and Leadership:** Establish clear recruitment and succession planning strategies for the Management Committee and senior staff positions, ensure effective performance review, provide support and training, and strategically use of sub-committees within the management structure.
- **Financial Sustainability and Operations:** Monitor financial practices and controls, regularly review the financial position thereby ensuring the ongoing financial viability and sustainability of the Organisation and explore opportunities for additional funding in line with the Organisation's values.
- **Organisational Effectiveness and Community Engagement:** Maintain up-to-date technology to enhance operational efficiency, implement user-friendly policies and procedures, proactively manage complaints and disputes and promote the Service to build a strong, positive presence in the community.

4. Sustainability and Future Direction

Pro-active awareness of a changing environment to ensure continued viability and growth.

- **Enhance Service Offerings:** Develop and expand support services that address the evolving needs of people with disabilities, ensuring they have access to high-quality, tailored services.
- **Promote Long-Term Sustainability:** Implement strategies that ensure the ongoing financial and operational sustainability of the organisation, aligning with future trends and funding opportunities.
- **Innovate for the Future:** Foster a culture of innovation and adaptability to continuously improve services and respond proactively to changes in the disability sector.

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