REAL LIVING OPTIONS
ASSOCIATION INC.
"Supporting a lifestyle for people with a disability"

# OPERATIONAL PLAN

**POLICY NUMBER: NDIS GOV 10**

## INTENT

The Purpose of this policy is to provide a structured framework for the development, implementation, monitoring and review of the Operational Plan. The Operational Plan translates the Strategic Plan into a workable annual work plan with components which are achievable for the Service and staff to manage.

## DEFINITION

*An Operational Plan is a detailed plan formulated to set out work required to be completed to achieve organisational objectives for a period of time.*

## POLICY STATEMENTS

- Real Living Options Association Inc. is committed to delivering high-quality services that support the independence, goals, and wellbeing of its participants. The Service will achieve this through effective operational planning that is:
    - Goal-oriented and aligned with the Service's strategic direction
    - Person-centred, respecting the individual needs and goals of Participants
    - Resource-informed, ensuring sustainable and efficient use of personnel, finances, and assets
    - Outcome-focused, with clearly defined performance measures
    - Compliant with relevant NDIS and legislative requirements
- The Operational Plan will serve as a tool to demonstrate Management Review of the Service.

## PROCEDURES

- An Operational Plan will be prepared/reviewed at the start of each year by the General Manager to establish annual operational plans that translate strategic goals into practical actions.
- The key components of the Operational Plan will be:
    - Service delivery goals
    - Compliance and quality targets
    - Workforce planning
    - Financial Forecasts
    - Risk management Strategies
    - Technology and Infrastructure
- Outcomes from internal audits, Participant feedback, and NDIS Quality and Safeguards Commission requirements will inform plan adjustments.

- The Operational Plan will be approved by the Management Committee.

## DELEGATIONS

### Management Committee

- Approve the format of the Operational Plan
- Oversee and monitor the Operational Plan for the Service
- To carry out duties in the Operation Plan which refer to governance of the Service
- Ensure as far as practicable that the Operational Plan operates for Management Review purposes

### General Manager

- Develop/review the Operational Plan from the Strategic Plan
- To report on progress under the Plan to the monthly Management Committee meeting.
- Ensure as far as practicable that the outcomes outlined in the Operation Plan are carried out

## RELATED DOCUMENTATION

Strategic Plan
External Audit Report
Internal Audit Report
Continuous Improvement Register
Annual Service Budget and recent financial reports
Governance Risk Management Register
NDIS GOV 5 Governance Policy

## REFERENCES

Queensland Disability Service Act 2006
NDIS Practice Standards and Quality Indicators
National Disability Insurance Scheme Act 2013
National Disability Insurance Scheme Rules
NDIS Terms of Business

## AMENDMENTS/REVIEWS

Amended 13.09.12, Amended 27.11.14, Amended 26.04.18, Amended 23.06.22, Amended 04.09.25