Strategic Plan

POLICY NUMBER: NDIS GOV 9

INTENT

The purpose of this policy is to provide a framework for strategic planning within Real Living Options Association Inc., ensuring the Service remains responsive, sustainable, and aligned with its mission to deliver high-quality person-centered in-home support and community access services to NDIS participants. Strategic planning ensures the Service meets its regulatory obligations, responds to the needs of Participants and stakeholders, and continuously improves service outcomes.

DEFINITIONS

A Strategic Plan is a comprehensive plan for accomplishment of objectives in stated goals and objectives over three to five years and generally includes targets and performance indicators to assess progress towards achieving goals.

POLICY STATEMENTS

- Real Living Options Association Inc. is committed to proactive and responsive strategic planning that ensures:
    - High-quality, person-centered service delivery.
    - Long-term financial and operational sustainability.
    - Compliance with NDIS Quality and Safeguards Commission requirements.
    - Continuous improvement based on stakeholder feedback, internal reviews, and sector trends
- Real Living Options Association Inc. will develop, maintain and review a Strategic Plan which specifies the goals and objectives of the Association for the next three to five years**.**
- Strategic planning will be informed by evidence, aligned with the Service's mission and values, and guided by input from Participants, families, staff, and external stakeholders. The Strategic Plan will be reviewed by the Management Committee for currency and relevance to current situations as it falls due or as the need is identified.
- The Management Committee, General Manager and relevant Staff will be involved in the review.

PROCEDURES

- Strategic planning will be undertaken every 3 years, with annual reviews and updates.
- The planning process includes:
    - Reviews of internal performance, external environment, NDIS policy updates, community needs, and funding landscape.
    - Definition of strategic priorities, objectives, measurable outcomes, and timelines.

  - Identification of resourcing requirements and risks.
  - Communication of the Strategic Plan to all staff and stakeholders.
  - Development of operational plans aligned with strategic goals.
- Members of the Management Committee and senior management will have input into developing the Strategic Plan for Real Living Options Association Inc. which will cover the next three to five years.
- All feedback from employees, Participants and/or their Representatives may influence the development of the Strategic Plan.
- The Strategic Plan will be endorsed by the Management Committee at general meeting and will be monitored and reported against quarterly.
- The Strategic Plan may be adjusted as required to accommodate changes that may have occurred since the original development of the Strategic Plan.

DELEGATION

Management Committee

- Being actively involved in the development of the Strategic Plan and any subsequent reviews
- Adopt the Strategic Plan and monitor activities against the outcomes.

General Manager

- Being actively involved in the development of the Strategic Plan and any subsequent reviews
- Provide relevant information about the operational development of the Service.
- Seek feedback from employees, volunteers, Participants and/or Representatives/Nominees.
- Draft and maintain an Operational plan that aligns with the Strategic Plan.

Support Manager

- Being actively involved in the development of the Strategic Plan and any subsequent reviews
- Provide relevant information about the operational development of the Service.
- Seek feedback from employees, volunteers, Participants and/or Representatives/Nominees.

RELATED DOCUMENTS

Operational Plan

REFERENCES

NDIS Practice Standards and Quality Indicators

AMENDMENTS REVIEWS

Amended 09.08.12, Amended 27.11.14, Amended 30.05.19, Amended 22.04.21, Amended 04.09.25