

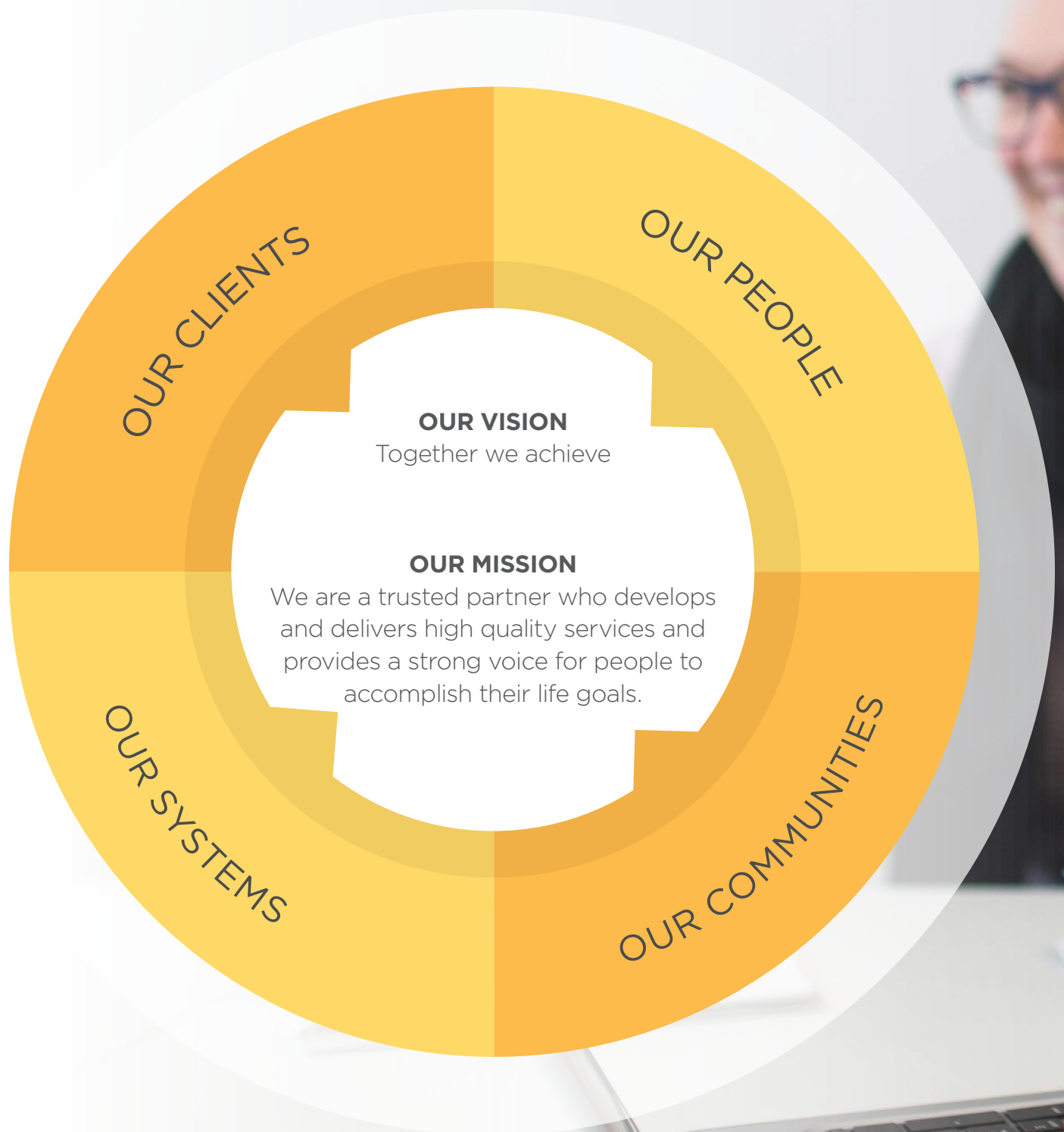


STRATEGIC PLAN

2021—2024



OUR PRIORITIES





OUR VALUES



INTEGRITY

We are open, honest, and embrace diversity



WORKING TOGETHER

We achieve more by working together



PASSION

We are proud of who we are and believe in what we do



AGILITY

We see change as opportunity



WELLBEING

We support positive personal health and wellbeing

OUR FOCUS

Supporting people with disability, the socially isolated, frail and aged to:

- Exercise choice and control in their lives to achieve their unique goals
- Live meaningful, fulfilling lives
- Be valued members of community

Supporting regional communities through:

- High quality personalised services that are offered locally and support people to be included in community life
- Employment and volunteering opportunities that enable people to live and work in their chosen community
- Joining with people to advocate for those things that are needed to sustain regional communities and enhance the lives of people with disabilities and their families

Live meaningful,
fulfilling lives

OUR SERVICE PRINCIPLES

HEALTH AND WELLBEING

- is a key initiative

ACCOMPLISHMENT

- we support you to be your best

COMMUNITY INCLUSION

- we assist you to access available community resources and be included in community life

INNOVATION

- we will be creative in our service responses

EDUCATION

- we continually innovate to support your lifelong learning

VALUING INDIVIDUALS

- we value every person and will strive to build trust

EMPOWERMENT

- we respect your right to make your own decisions



How We Work

- Support people to dream, set meaningful goals and work out how to get there
- Facilitate community connections and participation and support people to build and maintain social relationships outside the service system
- Support people to maintain their physical and psychological health, enhance fitness, further develop strengths and capabilities and keep them safe
- Focus on individuals and what they want to achieve, think outside the square, be flexible, positive and creative
- Provide information and support in ways that enhance people's learning and skills development by mentoring, guiding, teaching and setting up opportunities to engage in everyday life
- Person-centred – putting people first
- Empowerment of people through trusting relationships and enabling people to make decisions for themselves
- Improved person centred support planning systems, documentation, training, feedback and evaluation practices will be instituted across the organisation

What People Will Experience

- A sense of accomplishment, purpose and meaning in their life
- Community presence, valued roles and a sense of belonging
- Positive relationships with family, friends and acquaintances
- Health and wellbeing, a sense of security
- Innovation, unique service responses
- Life-long learning, development of personal skills and capabilities, confidence and self-esteem
- Choice and control over their life
- Being valued, respected; acknowledgement of strengths, interests and capabilities
- Consistent quality services that are responsive to the unique and changing needs of clients

We support you
to be your best

OUR CLIENTS



GOALS

COMMUNITY LIVING AUSTRALIA WILL:

- Be a service provider of choice in the markets in which we operate
- Provide a range of personalised services that are evidence based, value-for-money and match with the needs and aspirations of our clients
- Have clients' health and wellbeing at the centre of all service delivery

KEY INITIATIVES

WE WILL:

- Understand and respond to our clients' needs and future goals
- Undertake client audits ensuring regional spread and remedial action undertaken
- Implement service delivery models matched to a purchaser's needs and ensure organisational sustainability
- Have a high quality safeguarding framework delivered by a skilled workforce
- Have key partnerships with thought leaders
- Understand the community services market's current and future needs and encourage and support internal innovation.

OUR PEOPLE



GOALS	KEY INITIATIVES
COMMUNITY LIVING AUSTRALIA WILL:	WE WILL:
Be an employer of choice	<ul style="list-style-type: none">■ Define and deliver an employee value proposition
Have an enabling culture where values are lived	<ul style="list-style-type: none">■ Define our culture and align values in all business practices and processes■ Encourage a continuous improvement mindset
Have a workforce that is committed, empowered and skilled	<ul style="list-style-type: none">■ Explore sustainable workforce options to meet client and business requirements■ Invest in a responsive, effective training model that empowers staff■ Invest in the development of organisational leaders■ Proactively manage the wellbeing of our staff■ Explore opportunities to maximise internal collaboration
Ensure that the health and wellbeing of our workforce is at the forefront of decisions	<ul style="list-style-type: none">■ Proactively manage the wellbeing of our staff

OUR SYSTEMS



GOALS

COMMUNITY LIVING AUSTRALIA WILL:

- Have systems that meet stakeholder needs
- Have systems that create efficiencies and inform decision making
- Have systems that support us to meet our compliance and quality obligations

KEY INITIATIVES

WE WILL:

- Process consistency and relevance
- Accurate, consistent and timely data collection
- Tools to support reporting and analysis
- Define our organisational expectations regarding compliance and quality
- Integrate compliance and quality requirements into day to day business

OUR COMMUNITY



GOALS

COMMUNITY LIVING AUSTRALIA WILL:

Connect, engage and be part of our community

Lead and contribute to sector development

Contribute knowledge to the wider community on rights for people with disabilities

KEY INITIATIVES

WE WILL:

- Identify and foster partnerships that assist us in achieving our strategic goals
- Be active in communities we serve
- Continue to strengthen the communities we serve
- Engage and collaborate within the sector to support innovation and sustainability within the market
- Engage with and educate community regarding the rights of people with disability and the barriers they face



Community Living Australia

T | 08 8536 5888

E | info@claust.com.au

 claust.com.au