

# Vision

All people experience great opportunities and a great life.

# Mission and Purpose

Supporting your positive life journey, your dreams, your choices and your individuality



# 2018/20 STRATEGIC PLAN

GREAT OPPORTUNITIES - GREAT LIFE



## values

### **Integrity and Honesty**

We expect everyone to be trustworthy, reliable and honest.

### **Individuality and Independence**

Every person is different, we value the things that make each person unique. Everyone should then be supported to be the unique person they are and achieve as much independence as possible at home, at work and in the community.

### **Safety and Security**

Everyone has the right to feel safe and live free from abuse, neglect and exploitation

### **Dignity and respect**

We all have the right to be valued and respected within society and act in ways that develop self respect and respect for others, acknowledging privacy, choice and control over one's life.

### **Rights and inclusion**

Every person has the right to realise their potential in all aspects of their life and to participate and contribute to society.

### **People and relationships**

We acknowledge the strength of families, friends and partners in creating an enriched enjoyable life. We believe in providing great staff and great services to enable a great life for everyone. We believe in creating the best people by supporting value centred leadership practice.

### **Innovation and Quality**

We believe in new ideas, flexibility, dependability and continuous improvement. We enjoy being creative and dynamic to provide a great service and support a great life for everyone.

### **Valuing customer experience and a passion for service**

Putting our customers at the centre of everything we do and ensuring we deliver value to support people to achieve their dreams and aspirations.

## executive summary

Community Living Options (CLO) are now entering a new and challenging world with the roll out of the National Disability Insurance Scheme (NDIS) which provides individualised funding to promote more choice and control and person centred service delivery. The South Australian roll out commenced on the 1st July 2017 and continues in 2018 with all clients having NDIS planning meetings and the Supported Independent Living (SIL) quoting project being undertaken. CLO are transitioning into the NDIS in a three geographical stages on the; 1 July 2017, 1 January 2018 and 1 April 2018 with the full roll out being delayed in SA until December 2018. Grant funding levels will gradually decrease in line with these rollout dates. CLO are an NDIS registered provider for 16 registration groups. We embrace the NDIS vision that all clients will have choice and control of their funding package to achieve their dreams and aspirations and support the implementation of this vibrant market place.

Our challenge is to continue to provide quality services, meet supply and demand in a new market and ensure we provide a quality and capable workforce to meet our client's needs. CLO will continue to strive to be the premier provider of choice, opportunities and services to people with a range of disabilities and psychosocial needs. Our strategies will attempt to successfully communicate the unique value of the programmes and services offered to clients with all types of disabilities. We will continue to identify gap areas and the needs of complex client groups, strengthening partnerships with relevant agencies to advance (re)habilitation and independence through the establishment of appropriate accommodation and support programmes.

Above all, living the life you choose is still at the heart of CLO; we have a set of core beliefs and principles (enshrined in policy) about the rights of all people,

which are predicated in the human rights framework. There are a number of ideologies, conceptual frameworks, trends and legislation that support the human rights movement and accordingly service delivery. CLO has defined its model of service delivery, its conceptual framework and philosophies supporting what we do and how we do it and these are: Quality of Life, Person Centred Planning and Active Support, social inclusion and Positive Behaviour Support. CLO interfaces its philosophies, conceptual framework and the legal requirements with case management principles to establish service provision; it is our way of delivering services, linking clients to service systems and coordinating various system components. We specialise in developing therapeutic frameworks utilising evidence based strategies and risk management within a day to day approach to support people with a forensic disability and behaviours of concern. Tell us what you want and need and we will individualise your supports to meet your needs.

Our ongoing efforts will continue to maintain the quality and integrity of our programmes balancing both finite financial resources and the costs of supplying highly skilled labour. This challenge to ensuring sustainability is increasing as costs continue to increase in a number of areas, combined with the demands to operate within the NDIS pricing framework and industry wide recruitment and retention challenges. We will constantly work to better our services through continuous improvement and changes in structure and strategy implementation. Quality and efficiency are just two goals to ensure positive outcomes emerge from this time of change. The board, management, support staff along with the Human Resource, Clinical, administrative, IT, rostering and Finance personnel play key roles in ensuring that Community Living Options continues to grow and succeed.

## executive summary

**CLO's approach to service delivery is collaborative and we engage with many stakeholders to ensure we support our clients to achieve great opportunities and a great life. Our keys to success are:**

- Person centredness putting our clients at the centre of all of our activities. To support our clients to achieve their dreams and aspirations.
- Passion for the rights of people with a disability to be equal and valued citizens.
- Supporting our target client groups through providing individualised and specialised, therapeutic evidenced based approaches.
- Independence: providing opportunities and supporting choice and decision making.
- Social Inclusion focusing on a diverse range of experiences and activities and enjoyment of life.
- Innovation and learning that guides our future.
- Improving operational systems across organisation.
- Strengthening key partnerships with families, clients and funding bodies, and community.
- Building capacity in all levels of the organisation identified through workforce planning.
- Highly trained personnel across management, administration/financial and support workers.
- Professionalism that creates passion, diligence and is friendly and always respectful.
- Research and Development which we will be targeting even more to develop the best possible individualised and therapeutic supports.
- Positive behaviour support for people with an intellectual disability, Autism Spectrum Disorder, acquired brain injury, psychiatric, physical and sensory disabilities and people with alcohol and drug dependence (including Korsakoffs) living in their own homes;
- Therapeutic support: support and training for people with forensic disability including personality disorder (or traits) with intensive behaviour/relationship support (therapeutic approaches based on Dialectic Behaviour Therapy, Acceptance Commitment Therapy and Relationship Management techniques) with close liaison with other key professionals;



## strategy and implementa-

Over the past few years we have been addressing our NDIS readiness through a gap analysis and will continue this drive for innovation and efficiency for the changes that the NDIS will bring in the implementation phase. To achieve our mission and purpose and be fully operational in the NDIS market environment we have identified six key business areas to translate our vision into strategy. These key result areas include:

- Clients and stakeholders
- Leadership
- People and culture
- Learning and growth
- Sustainable financial performance
- Process management, improvement and innovation

### 5 year goal

To be South Australian sector leaders in disability services.

### 2 year goal

To embrace opportunity and innovation and be fully operational in the NDIS market.



## our strategic direction - delivering excellence

### key results areas

#### Clients and stakeholders - our objectives are:

- Person centred approaches that meet clients' needs and deliver excellence.
- Strengthen relationships with clients, families and networks.
- Recognise and uphold human rights.
- Creating innovative opportunities for clients to develop through inclusion and independence.
- Identify with clients how we can achieve great opportunities, choice and control.

#### Leadership - our objectives are:

- To lead, serve and inspire.
- To deliver a quality leadership framework.
- Deliver values based leadership by investing in a stable and capable leadership team.

#### People and culture - our objectives are:

- Promoting and embracing a values driven culture.
- Leading a culture that embraces change and opportunity.
- A skilled, responsive and sustainable workforce.



# STRATEGIC PLAN 18-20

## our strategic direction - delivering excellence

### key results areas

#### Learning and growth - our objectives are:

- Workforce capability and planning to excel in delivering high quality services.
- Providing opportunities for development and growth.
- Creating high performing person centred teams.

#### Sustainable financial performance - our objectives are:

- Focus on being a financially healthy organisation with a value added approach to deliver excellence.
- Strengthen market engagement through business development.
- Diversify through opportunities.

#### Process management, improvement and innovation - our objectives are:

- Embracing continuous improvement that provides efficient, effective and value for money business processes.
- Innovative service delivery models that embrace new opportunities.
- The best technology to deliver quality, choice and control.
- To fully demonstrate work health and safety leadership and culture.
- Corporate social responsibility is evident throughout the organisation.





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