

STRATEGIC PLAN

WHO WE ARE, WHAT WE DO

OUR VISION

All people experience great opportunities and a great life.

WHAT WE ASPIRE TO BE

OUR MISSION

Supporting your dreams, choices and Individuality.

OUR PERSON CENTRED- CLINICAL GOVERNANCE FRAMEWORK



OUR VALUES



RIGHTS



Every person has the right to participate and contribute to society, to be valued and respected within society and to develop self respect and respect for others. The right to choice and control over one's life. 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.

We expect everyone to be trustworthy, reliable, honest and accountable.



INTEGRITY



RELATIONSHIPS

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

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



SAFETY



INNOVATION

We believe in new ideas, flexibility, dependability and continuous improvement.



QUALITY

We believe in delivering excellence.

EXECUTIVE SUMMARY

Over the course of our 2018-2020 Strategic Plan Community Living Options (CLO) entered the new and challenging world of the National Disability Insurance Scheme (NDIS). Our plan focused on transition to an NDIS operating model which required transformation within all levels of the business. The South Australian NDIS roll out commenced on the 1st July 2017 and continued in 2018 – 2019, with the Quality and Safeguards Commission rolling out for SA and NSW in July 2018. CLO are an NDIS registered provider for 16 registration groups. In 2020 CLO undertook the NDIS Practice Standards audit for accreditation as a registered NDIS provider. We continue to embrace the NDIS vision that all participants will have choice and control of their funding package to achieve their dreams and aspirations and achieve great opportunities and a great life. The announcement of the Disability Royal Commission in 2019 gives a voice to our participants to drive change and shape the future of disability supports and community solutions. We support the rights of people with a disability to live free from fear, abuse and neglect and embed this in our values and practices every day.



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 participant's needs. CLO will continue to strive to be a 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 participate with all types of disabilities. We will continue to identify gap areas and the needs of complex participant 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 participants 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 and regulatory compliance requirements 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 consolidation by implementing changes in structure, technology, process redesign and strategy. 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.

STRATEGIC DIRECTION

QUALITY → TECHNOLOGY → REDESIGN → TRANSFORMATION

OUR STRATEGIC PRIORITIES

KEY RESULT AREAS

Delivering excellence to participants and stakeholders

- Recognise and uphold Human Rights
- Demonstrate choice and control for all participants
- Person centred planning and active support that meets our participant's goals and aspirations
- Driving excellence through innovative service delivery

To lead, serve and inspire

- To deliver excellence in Governance and Clinical Governance
- To deliver quality organisational leadership
- Demonstrate leadership in our sector

Driving engagement through People & Culture

- Our people feel valued
- Promoting and embracing a values driven culture
- Our Staff's health and wellbeing is supported
- A skilled, responsive and sustainable workforce

Embracing learning and growth

- Providing opportunities for development and growth
- Increased capacity to deliver quality training and development
- Development of quality professional development systems and processes
- Creating a culture of organisational learning

Financially informed and sustainable organisation

- Maintain financial sustainability
- Strengthen market engagement through business development
- Developing Business Unit capability and financial literacy

Process management, improvement and innovation for delivering excellence

- Embracing innovation and continuous improvement that provides efficient, effective and value for money business processes
- The best technology to deliver quality and aligns with person centred approaches
- We understand, assess and manage risk
- To fully demonstrate work health and safety