



Rural Lifestyle Options Australia  
Community Service Provider

# Strategic Plan 2021 - 2024





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Rural Lifestyle Options Australia acknowledge the Traditional Owners of the land where we live and work and their continuing connection to land, water, sea and community. We pay respects to Australia's First Peoples, to their unique and diverse cultures, and to Elders past, present and future.





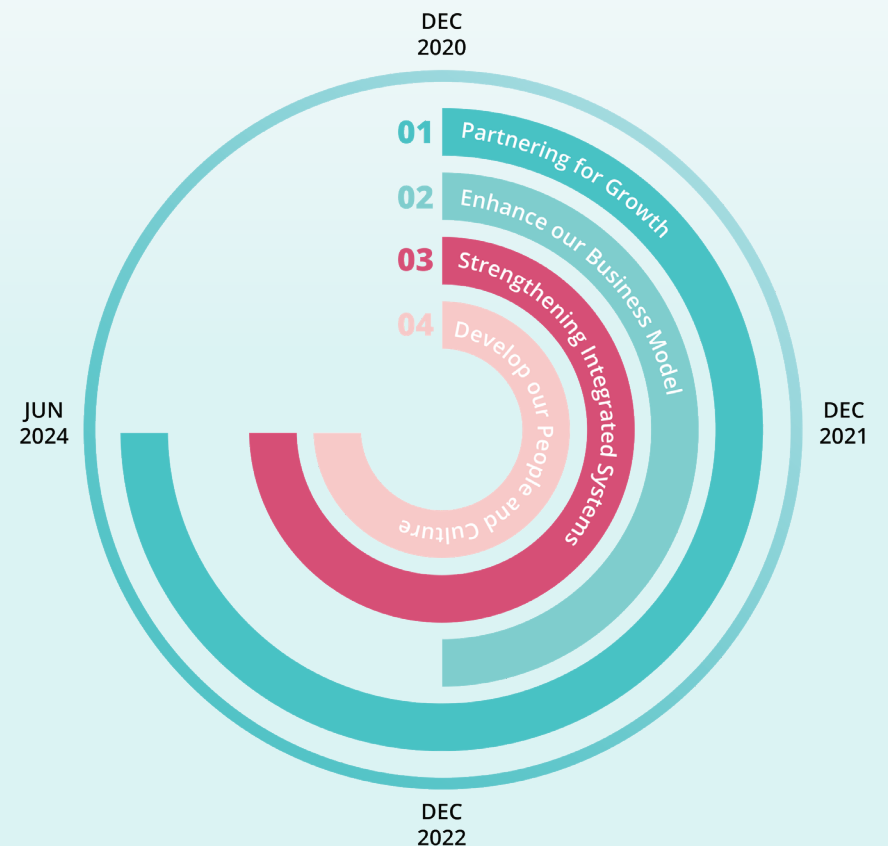


# About This Plan

Our Strategic Plan 2021 - 2024 presents our Vision, Mission and desired future through to the end of FY24 (June 2024). For our Participants and Stakeholders, it provides an important overview of Rural Lifestyle Options Australia's plans, priorities and initiatives.

For our people, it provides a strategic road map which is founded on a clear appreciation of our current and future external environments.

Our response to those environments and the realisation of our Vision, Mission and desired future will be delivered through the achievement of four strategic initiatives.





## Chair Message

Since our inception, Rural Lifestyle Options Australia has undergone significant change and transformation. For almost 30 years, our focus has sharply entailed providing high quality service delivery to people with a disability in rural and regional communities.

From our humble beginnings, Rural Lifestyle Options Australia has continued to grow and adapt to meet the needs of not only the individuals that we serve, but also the families and communities that we support.

Our Strategic Plan 2021 – 2024 provides the framework for the continued growth and development of our organisation and entails the expansion of our service delivery model to support a wider range of people experiencing hardships in rural and regional communities.

It is the result of an extensive consultative process involving the Board of Directors, Executive Team, Staff, Participants and their Families, and encompasses a shared vision of Rural Lifestyle Options Australia for the future.

It is with great excitement and enthusiasm that I look forward to working with the Board of Directors, Executive Team and Staff to implement this plan to ensure Rural Lifestyle Options Australia continues to be socially conscious, financially viable and environmentally sustainable for many years to come.

**- Carole Caswell, Chair**



## CEO Message

Our Strategic Plan 2021-2024 outlines our road map for the next phase of development for Rural Lifestyle Options Australia.

In 2020, results of our previous Strategic Plan reflected that the strategic goals and focus areas that had been established in 2016 had all been achieved. With this in mind, it was time to look ahead to our next Strategic Plan to ensure we continue to thrive into the future.

The Strategic Plan 2021-2024 has been developed to provide clear directions for all key performance areas for Rural Lifestyle Options Australia. At its core, it is reflective of taking an optimistic and innovative approach to expanding our services to support a broader range of people in rural and regional communities.

Through this Strategic Plan, I look forward to implementing the next phase of transformation for Rural Lifestyle Options Australia while upholding the Mission, Vision, Culture and Values of the organisation alongside the Board of Directors and Executive team.

Looking ahead, I am confident that we will continue to grow as an organisation, to ensure we can continue to be responsive in supporting people in rural and regional communities, where and when they need it most.

**- Michelle Latailakepa, Chief Executive Officer**

# Vision, Mission & Values

This Strategic Plan supports and is aligned to our Vision, Mission and Values.

## Our Vision

Changing lives, stronger communities.

## Our Mission

Building inclusive communities and valuing the contributions and unique talents and rights of all.

## Our Values

**RLOA Board, Management and Staff are committed to upholding the following values:**

- We are committed to authenticity.
- We believe in lifelong learning.
- We are compassionate.
- We are empowering.
- We are respectful.
- We are innovative.

## Our Culture

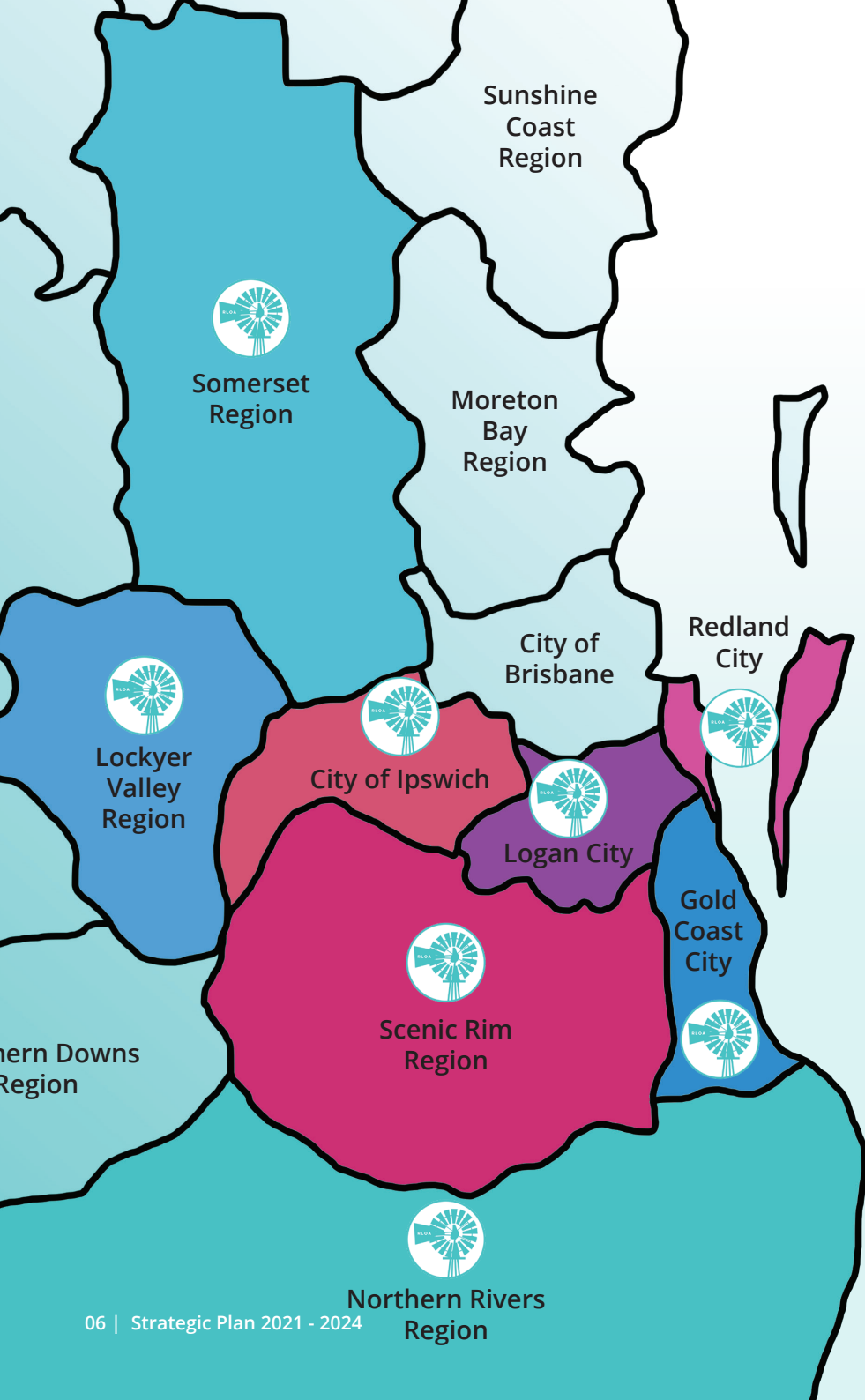
**RLOA Board, Management and Staff are committed to ensuring we maintain our culture that:**

- We dare to dream and do things differently.
- We understand rural and regional communities.
- We employ a person centred approach.
- We believe in establishing authentic connections for people we support.

## Our Motto

**RLOA Board, Management and Staff live by the motto:**

“Big enough to provide the service, small enough to look after you.”



## About Us

For almost 30 years, Rural Lifestyle Options Australia have been dedicated to addressing unmet need across rural and regional communities.

Whilst our organisation was founded in providing high quality disability support, today we have grown to supporting people experiencing a range of community hardships, re-enforced by our purpose of 'Thriving people, Strong communities'.

Our footprint has increased considerably since our inception, allowing us to address local issues in rural and regional communities across Queensland and New South Wales.

Rural Lifestyle Options Australia's commitment to the people who access our services remains resolute, proudly underpinned by our organisation's motto of **"Big enough to provide the service, small enough to look after you."**



# Our Strategic Goals

## Our Strategic Goals

## Measuring Success

1



### Partnering for Success



RLOA will transition to a community provider servicing rural and regional communities across Queensland and NSW through partnering with providers who will expand our range and scope of services and support.

2



### Enhance our Business Model 'The RLOA Way'



RLOA will formalise our unique and innovative business/service model - 'The RLOA Way' ensuring efficient operations and our participants and their families understand the benefits of choosing RLOA.

3



### Strengthen Integrated Systems



RLOA will develop contemporary integrated ITC systems, processes and practices that support staff to deliver quality services and support and provides timely, accurate data information and reporting to the Board, management and staff.

4



### Develop our People and Culture



RLOA will continue to invest in its people, the Board, management and staff in an environment of support and accountability ensuring participants achieve the best possible outcomes.

# Our Priorities

These priorities focus on delivering quality services to our participants and position us for growth into the future.

