

## OUR VISION

*A just and equitable society in which relationships are respectful, diversity is valued and people have a sense of belonging and an opportunity to learn.*

## WHAT WE'LL DO

### Strategic Goal 1

Improve individual, family & community wellbeing

Healthy Relationships

#### 6 Outcomes

- Couples and families create and maintain positive and respectful relationships throughout their lives
- Children and young people achieve their developmental milestones and manage life transitions
- Individuals, families and communities receive services that are tailored to their particular circumstances, alleviate disadvantage and improve wellbeing.
- Individual physical, emotional and mental health is improved
- Individuals and families overcome harmful behaviours
- Individuals and communities recover from the effects of trauma including childhood adversity

Healthy Relationships

#### 12 Priorities

- Support healthy development and learning
- Strengthen individual, family and community safety
- Help children live in safe and supportive families
- Identify and respond to vulnerability and trauma
- Build capacity to manage family conflict
- Reduce and support recovery from harm related behaviours, including problematic use of gambling, drugs, alcohol and internet/social media
- Promote sexual, mental, physical and economic health
- Strengthen help-seeking behaviour
- Invite positive, ethical and reflective lifestyle decisions
- Strengthen extended families and community connections
- Support families to positively transition through life stages and changing family arrangements
- Increase participation, voice and influence

BEST USE OF RESOURCES

An accountable, evidence-based approach to attracting and reporting on public monies underpins all our partnerships; this supports the alignment of resources to

### Think children and young people

Whenever we work with adults, couples or communities, we will consider the specific needs of children and young people. We will support parents to enjoy their children, manage their adult conflict, and access relevant community resources. We will support the development of safe and vibrant communities that enrich children and young people's lives. We will seek to ensure that the developmental needs of children and young people are influential in their families and communities. Actions taken by RASA will be informed by children and young people and will promote their best interests.

### Focus on cultural identity and community belonging

We will strive to ensure our services are connected and culturally safe. Building on our cultural fitness and cultural competence programs, we will identify, respect and consider cultural identity and community connections whenever we work with an individual or family. We understand that positive cultural identities are inextricably linked to community belonging and wellbeing, and that learning from specific cultural communities enriches all our services. We will provide services in diverse locations, including outreach programs to enable greater accessibility, as well as a suite of services that are tailored to the needs of different cultural communities.

### Do with, not for or to

A restorative practice approach – high challenge, high support – will underpin all RASA services. Our programs will develop and grow in partnership with the people who use our services, acknowledging the wisdom and strengths people gain from lived experience. Bi-directional learning will be a critical feature of our partnership with individuals, families and communities. We understand that in our partnership with the people we serve, we need to build a foundation of respect and safety to enable all concerns to be openly shared.

### Strengthen safety; support repair and recovery

Conflict, violence and abuse are all too common among families seeking our services; we will systematically identify the specific safety concerns of the individuals, families and communities with whom we work. Strengthening safety will be a primary consideration in the actions we take, and our service strategies will support recovery and, where possible, repair.

HOW WE'LL DO IT

### Holistic screening and data

Reflective practice and learning will be founded on our whole-of-organisation approach to holistic universal screening, review of service data and analysis of results. We are committed to mapping client strengths and vulnerabilities and we will ensure our services systematically identify and respond to these. We will listen to client views about the quality and impact of our services, and continue to answer the question 'Is anyone better off?'

### Genuine Community Engagement

Through genuine community engagement we will build partnerships that support the community's capacity to respond effectively to issues that concern and affect them. We will listen to different and sometimes conflicting perspectives, finding ways to bring diverse perspectives into alignment and harmony (not to be confused with agreement and sameness). We recognise that the whole is greater than the sum of the parts. The spirit of this work is characterised by respect for diversity and a commitment to the coordination of differing perceptions, skills and efforts.

## OUR PULSE

### Three Behaviours

#### Curiosity and creativity

We are open to enquiry and discovery; we are committed to learning individually, as a team, as an organisation and as a community. We use obstacles to drive innovation.

#### Do our bit well

We are realistic, practical, simple but not simplistic. We recognise that clients change their lives; we at best inspire, enable and support change. We build partnerships with other services and we recognise our limits.

#### Walk together in harmony (Uncle Lewis reference)

We listen respectfully to different perspectives and we are open to influence. The spirit of working in harmony is about generosity and humility and respect for the differences we each bring to our partnerships.

## HOW WE'LL KNOW WE'VE MADE A DIFFERENCE

#### 6 Measures:

- We respond effectively to individual and community diversity
- We enable joined up service delivery and strengthen service partnerships
- Client safety is enhanced
- Client relationships and parenting capacity are strengthened
- Clients indicate improvement in their wellbeing
- Clients express satisfaction with RASA

Healthy Relationships

## OUR PURPOSE



We help people to create positive relationships that build wellbeing and resilience.

## OUR IMPACT

- We aim to build positive and healthy relationships
- We aim to support recovery from the impact of adverse experiences, at any stage in life
- We aim to build social cohesion through promoting cultural respect and strengthening community resilience

## OUR THEORY OF CHANGE

RASA services are based in an understanding of the social determinants of health and operate within a public health framework. Our services are designed to reduce risks to individual and family safety and strengthen protective factors, enabling improved wellbeing and social cohesion.

Our services support change by:



1. Developing people's personal skills to conduct positive individual, family and community relationships and improve health and wellbeing;



2. Creating supportive environments that encourage individuals and communities to address conflicts and solve problems;



3. Strengthening community action using education that enables the wisdom gained from lived experience to positively impact individual and community wellbeing;



4. Delivering collaborative services that build genuine multidisciplinary networks and ensure coordinated service delivery; and



5. Contributing to the development of public policy and service initiatives that are evidence-informed and client-focused.

## OUR APPROACH

To achieve our intended impact we:

- Focus on those who are vulnerable and most disadvantaged
- Provide services which intervene early and have a holistic approach to complex needs
- Respect cultural connections and beliefs
- Ensure services achieve sustainable outcomes for the people we help
- Focus on service improvement and innovation, and
- Work collaboratively with others to achieve a more just society.



Our work is driven by three interrelated systems - quality services, evaluation and research, and education and training

## OUR VALUES

Diversity



Respect



Belonging



Learning

## STRATEGIC GOAL 1 Improve Individual, Family & Community Wellbeing

### Service Plan



## ACKNOWLEDGMENT OF COUNTRY

Relationships Australia SA acknowledges Aboriginal and Torres Strait Islander Australians; their spiritual, physical, emotional, intellectual and economic connection to the Land and Seas, and we apologise for the atrocities that have been perpetrated on them and their ancestors. We recognise the continued impact of this trauma on Aboriginal and Torres Strait Islander Australians today.

We are committed to an ongoing process of reconciliation and will actively engage in redressing inequitable distributions of the physical, spiritual and political economy, in regards to Australian Indigenous issues.



*Our belief in the transformative power of human relationships lies at the heart of everything we do.*

*Relationships Australia.*  
SOUTH AUSTRALIA