

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 4
Strengthen organisational capacity

Healthy Relationships

4 Outcomes

- Financial sustainability and organisational efficiency supports high-quality services
- Rigorous analysis of financial and service results supports contractual and audit requirements to be met
- Effective data systems and analysis provide robust program measures and population outcomes
- RASA teams work together effectively

Healthy Relationships

7 Priorities

- Notice and review trends, disruptions and opportunities
- Develop outcome measures for each service and program, including client outcomes
- Develop organisational culture that contributes to data quality
- Focus on continuous improvement
- Support RASA service sites to contribute to a positive organisational culture
- Ensure the client information system enables integrated and joined-up services
- Implement processes and procedures which ensure client information and program measures are reviewed holistically

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

Continuous Improvement

We will embrace a process of continuous quality improvement, and cultivate an organisational culture of action-learning. Staff, consumer, stakeholder and community involvement in the design and review of our services and programs will be a central component of our quality improvement and organisational learning.

Celebration and sharing between teams

We recognise the importance of effective communication between staff and with stakeholders. We will use a variety of communication platforms such as dynamic staff meetings, Trukuwika (RASA intranet), social media, webinars, websites, pamphlets and multi-media resources to share and celebrate our work. Communications will nourish and foster multi-team, multi-disciplinary and inter-regional cooperation.

Good Governance

Our highly-skilled board and executive will ensure good governance through regular meetings and rigorous review of results. Through our engagement with the community, government, universities and professions we will notice and review trends and potential disruptions. We will identify opportunities and prepare for future new directions through being nimble, responsive and strategic.

HOW WE'LL DO IT

Resilient assets and finances

We will ensure that RASA is financially sustainable - robust, maximising opportunities and being able to meet current and future challenges. We will develop and implement a 3-Year Financial Plan to define growth strategies, service investments and key financial indicators, and a 5-Year Property Plan which allows for future service demands.

Integrated data

We will collect and store data purposefully. We will review data and results and monitor organisational strengths and vulnerabilities. We will identify and mitigate risk, managing contractual obligations efficiently and reporting results accurately.

ACHIEVE THE BEST RESULTS.

Accountability

We are a publicly funded organisation and recognise the importance of accountability. We will embrace our various external audit obligations as an opportunity to review, improve and demonstrate organisational capacity. We will ensure the transparency and accountability of our systems support the integrity of our staff.

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, humility and respect for the differences we each bring to our partnerships.

HOW WE'LL KNOW WE'VE MADE A DIFFERENCE

5 Measures:

- The organisation is financially viable
- The organisation uses resources efficiently
- Systems ensure accurate and effective reporting
- Systems comply with, or exceed, external auditing processes
- RASA teams keep each other informed

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

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.



STRATEGIC GOAL 4 Strengthen Organisational Capacity Service Plan



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

Relationships Australia.
SOUTH AUSTRALIA