

# 2021-2026 Strategic Plan On A Page

## 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.

## Purpose

### We will help people:

- Build robust relationships that nurture trust, strengthen resilience and generate optimism for the future.
- Recover from adverse experiences and trauma.
- Create cultural respect, social cohesion and inclusive communities.

## What we'll achieve

### Goal 1 - Improve individual, family and community wellbeing

#### Outcomes:

- Individuals, couples, families and communities receive holistic accessible, tailored services that strengthen their safety and wellbeing.
- People nurture positive and trusting relationships.
- People overcome harmful behaviours and the impact of trauma.
- Children and young people flourish and manage life transitions.

### Goal 2 - Educate to transform social relationships

#### Outcomes:

- Diverse individuals and communities learn the skills to grow strong and trusting relationships.
- A well-educated human services workforce expands their understanding, and builds skills for effective practice.
- People acquire a love of learning that enables vibrant social, cultural and economic participation.

### Goal 3 - Enable a thriving workplace and culture

#### Outcomes:

- Our workplace is diverse.
- Our workplace nurtures trust and safety, enabling respect for difference and by using disagreements as a springboard for creativity.
- People undertake meaningful work that makes a difference.
- Our people understand and take pride in their contribution to the wellbeing of the people and communities we work with.

### Goal 4 - Strengthen organisational capacity

#### Outcomes:

- Clearly articulated operational principles and frameworks underpin all service delivery.
- Risk is managed effectively to ensure business continuity including risks related to cybersecurity threats and public health emergencies.
- Financial sustainability and organisational efficiency enable quality services.

### Goal 5 - Contribute to a better world

#### Outcomes:

- Our negative impact on the environment is minimised.
- Our partnerships have a collective impact that benefit clients and our community.
- Social policy, service delivery and sector development are improved by our contributions.



## How we'll know we made a difference

### Goal 1:

- Our services are accessible to diverse communities and individuals.
- We enable joined up services.
- Client safety and wellbeing are enhanced.
- Client relationships and parenting capacity are strengthened.
- Clients are satisfied with our services.

### Goal 2:

- The wisdom gained from lived experience informs our learning program content.
- Our training and professional development is informed by current research.
- Qualifications align to current and future work realities.
- NRT is accessible to disadvantaged learners.
- Disadvantaged learners are supported to succeed.

### Goal 3:

- Our workforce is rich in diversity and feel connected to our values and live them every day.
- Our people are strengthened, developed and celebrated through the experience of working with us.
- Ongoing and strategically relevant professional development is provided to RASA people.
- People receive feedback about the effectiveness of our services including client responses.
- Evidence from current research about our best practice is made available to RASA staff.

### Goal 4:

- Business continuity plans are realistic to ensure we can manage all risks optimally.
- Resources and assets are well managed and ensure ongoing sustainability.

### Goal 5:

- We measure and reduce our environmental footprint.
- We have effective and trusted partnerships with relevant government and sector agencies.
- We contribute to research about effective service delivery.
- We contribute to innovation in service delivery.



The transformative power of relationships lies at the heart of everything we do.



## Our Pulse

### 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 it is clients who 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

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

We acknowledge what we have learned from Uncle Lewis Yerloburka O'Brien (see 'Kaurna Welcome to Country by Uncle Lewis O'Brien') and other Aboriginal and Torres Strait Islander people (see 'Yara Palti Highlights' on Vimeo) and seek to continue learning about the cultural responsibility from Aboriginal and Torres Strait Islander peoples.

## Our Values



### What we mean by....

**Relationships:**  
The dynamic bonds and connections that shape how we see ourselves and who we are.

**Families:**  
The people we feel responsible for and accountable to.

**Communities:**  
The groups of people with whom we identify.



### Yara - Cultural Reciprocity and Responsibilities

Relationships Australia acknowledges the cultural, spiritual and economic sovereignty of Australian Aboriginal and Torres Strait Islander people and we understand that the ongoing violation of this sovereignty continues to harm Aboriginal and Torres Strait Islander people's relationships, health, wellbeing and aspirations.

Relationships Australia is committed to strengthening the wellbeing of Aboriginal and Torres Strait Islander people, families and communities.

We also recognise that respecting and nurturing Aboriginal and Torres Strait Islander communities benefits all Australians.

*These words are an extract from the RAIN Plan On A Page.*

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, promoting improved wellbeing and social cohesion. Our public health approach to relationship wellbeing means all our programs seek to intervene at the earliest stage possible through the creation of tailored responses that are holistic, coordinated and sustainable. Our service strategies and decision-making are informed by ongoing consideration and application of a public health paradigm which harnesses three dynamic and interconnected 'wheels' to drive change.

These are:  
**Community wisdom**  
**Expertise and evidence**  
**Infrastructure and systems**



**Community wisdom**  
 Our commitment to work with, not to or for, and to learn from the knowledges grown from lived experience

**Expertise and evidence**  
 Our commitment to be influenced by research, data and expert knowledges

**Infrastructure and systems**  
 Our commitment to engage service systems, use resources strategically and build effective processes