Strategic Plan 2026–31

Acknowledgement

Relationships Australia South Australia acknowledges Aboriginal and Torres Strait Islander people as the First Peoples and Traditional Custodians of the lands and waters of Australia.

We recognise that sovereignty was never ceded and honour the enduring connections Aboriginal and Torres Strait Islander peoples maintain with Country, culture, community and kinship.

We thank Aboriginal and Torres Strait Islander people for sharing their knowledge, wisdom and cultures, and for continuing to guide pathways towards healing, belonging and respectful relationships.

Our Vision

A just, connected and caring society where relationships are respectful, diversity is valued, communities are inclusive, and people can thrive, learn, solve problems and heal together throughout their lives.

Our Purpose

We help people strengthen relationships, recover from adverse experiences and create connected, inclusive communities.

Our Theory of Change

Our work is guided by a public health approach that recognises relationships, culture, community and social conditions as essential to wellbeing.

Strong relationships, connected communities and supportive environments help people, families and communities thrive.

People are more likely to do well when support is available early, services are connected, and they are supported to shape their own path forward.

We understand that experiences such as trauma, violence, disadvantage, addiction, isolation and conflict are interconnected and require coordinated responses.

Our services and practice are informed by three interconnected pillars:

- Community wisdom and lived experience
- Evidence, research and professional expertise
- Effective infrastructure, systems and partnerships

Together, these pillars enable responsive and sustainable support for individuals, families and communities.

How We Work
Our Pulse

Think globally, act locally

We understand the disruptions and constraints that are shaping our communities and service systems. We respond with solutions that are practical, relationship-based, locally relevant and sustainable.

Walk together in harmony

We listen respectfully to different perspectives and remain open to influence, learning and growth.

Walking together in harmony is about building shared understanding through effort, generosity, humility and respect for the wisdom, cultures and lived experience of others.

These practices are reflected in the knowledge, leadership and relational traditions of Aboriginal and Torres Strait Islander people and generously shared with us by Elders and community leaders.

Curiosity and creativity

We nurture the courage to embrace learning, innovation and new ideas, using change and uncertainty as opportunities for innovation, development and shared understanding.

Do our bit well

We are practical, thoughtful, realistic without losing hope or ambition. We need to be simple but not simplistic. We understand people change their own lives and our role is to inspire, enable and support wellbeing through respectful relationships, strong partnerships and an awareness of our responsibilities and limitations.



Our Philosophy

Reciprocity and Responsibility

Inspired by the Kaurna concept of Yara – reciprocity and responsibility – we believe wellbeing grows through connection, mutual care and shared responsibility.

People thrive when they feel safe, heard, valued and able to contribute to their communities.

We value lived experience, build respectful relationships and create environments where people feel connected, hopeful and supported.

We know that safety, inclusion and belonging are not experienced equally. We are committed to:

- strengthening cultural safety, self-determination and healing for Aboriginal and Torres Strait Islander people
- creating inclusive and accessible environments for people with disability
- providing culturally responsive services for culturally and linguistically diverse communities
- ensuring children and young people are safe, heard and supported to thrive
- fostering safe, inclusive and affirming environments for LGBTQIA+ people

We listen, learn and adapt to reduce harm and create better outcomes for the communities we serve.

What we mean by...

Relationships
The 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 we identify with or share interests and experiences with.

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

Our Programs and Services

We provide integrated, evidence-informed and culturally responsive services to infants, children, young people, adults, older people, families and communities to build capability, strengthen relationships and navigate adversity.

Our services include:

- information, advice and referral
- advocacy and case management
- therapeutic counselling and family therapy
- family dispute resolution
- parenting support
- financial counselling
- education and training
- community development

In all our services we will:

- provide early intervention, prevention and intensive support
- tailor support to people's strengths, needs and goals
- deliver child-focused, trauma-responsive and safety-focused practice
- strengthen cultural safety, disability inclusion and accessibility
- respond effectively to family violence, gambling harm, mental health challenges, social isolation, addiction and other complex issues
- enable collaboration and connected pathways across services
- reduce stigma, encourage help-seeking and strengthen belonging
- use consistent assessment processes, outcomes data and evidence to guide support and improve our services

How we will measure impact:

- people report improved wellbeing, safety and connection
- children and young people report better developmental and relationship outcomes
- families report stronger communication, parenting confidence and stability
- people from diverse communities report services as accessible, respectful and culturally safe
- clients can easily access coordinated support
- our services are based on evidence and delivered consistently
- early support reduces harm and prevents problems from escalating
- outcomes data drives continuous improvement

Our Workforce and Learning

We will build and sustain a skilled, adaptable and values-led workforce.

We will:

- support a reflective, relational and capable workforce
- strengthen clinical governance, supervision and practice leadership
- build capability in areas such as trauma, child development, family violence, suicide, addiction, cultural safety, disability inclusion, data literacy and restorative practice
- foster lifelong learning, innovation and adaptability
- create a culture of diversity, respect, belonging and continuous learning
- value lived experience and community wisdom
- provide professional development, sector development and support future workforce capability through our training organisation

How we will measure impact:

- staff feel supported and find their work meaningful
- our values are reflected in behaviour and accountability
- supervision and governance are consistent and effective
- workforce capability grows in response to emerging challenges
- professional development is relevant, accessible and future-focused
- lived experience and community wisdom inform practice



Diversity • Respect • Belonging • Learning

Our Organisation

We will be sustainable, connected, innovative and accountable.

We will:

- strengthen resilience and financial sustainability
- improve consistency and collaboration across the organisation
- use technology and data ethically to improve access and outcomes
- invest in infrastructure, workforce wellbeing and continuous improvement
- build our capacity to respond to change and emerging community needs

How we will measure impact:

- financial sustainability and organisational resilience are maintained
- technology and data improve access, efficiency and outcomes
- our practices are integrated, collaborative and evidence-informed
- our values guide decision-making and behaviour
- data informs strategy, advocacy and improvement
- our resources and infrastructure support long-term sustainability

Our Contribution to Society

We contribute to a safer and more just society by helping shape a service system that responds to adversity and reduces disadvantage.

We will:

- contribute to public policy, research and system reform
- advocate for prevention-oriented and relational-focused services
- build partnerships that value diversity and strengthen collective impact
- strengthen community participation, trust and collective responsibility
- support climate resilience, social cohesion and inclusion
- contribute to evidence-informed innovation and research

How we will measure impact:

- we contribute to improved public policy and system reform
- partnerships strengthen community resilience and collective impact
- research and innovation contribute to improved human services practice
- communities experience greater inclusion, belonging and connection
- RASA is recognised as a trusted and values-led organisation

Strategic Priorities 2026–2031

- put the needs of children, young people, vulnerable people and future generations at the centre of our work
- work with the relationships, families and communities that shape people's lives
- use restorative practice to enable truth-telling, accountability and positive change
- respond holistically to trauma, complexity and disadvantage
- recognise Aboriginal leadership, cultural authority, lived experience and disability inclusion
- build resilience to social, economic, environmental and technological change
- use evidence, outcomes, cultural wisdom and data to improve practice and drive reform
- build a workforce that is skilled, adaptable and committed to continuous learning
- use technology thoughtfully while strengthening professional judgement and service design
- foster collaboration, innovation and sustainable use of resources