## Rural Lifestyle Options Australia Strategic Plan

1 January 2024 - 31 December 2026

## **Our Purpose**

Tailored supports and compassionate care delivered by our valued team to inspire individuals to lead independent and fulfilling lives within the community.

## **Our Values**

We are authentic
We are lifelong learners
We are compassionate
We are empowering
We are respectful
We are innovative

vices



We will always prioritise quality supports and services over quantity of services delivered whilst ensuring feedback is sought and implemented to ensure the health, safety and overall well-being of our participants.

We will be a strong, agile and diversified community services provider.

with a strong emphasis on professional development, safety and personal well-being.

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We will develop integrated systems, processes and practices that support staff to deliver quality services and drive data informed decision making.

Nurturing People Sax

We will continue to invest in

our people to achieve and

foster a culture that drives

the best possible outcomes,

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**Our Motto** 

We live by the motto...

"Small enough to know your name, big enough to be there when you need us."

## **Our Risk Statement**

RLOA takes a deliberate and balanced approach to risk. We are committed to consistent, evidence-based decision-making that drives sustainable growth, upholds our values and prioritises the safety and wellbeing of our participants, clients and our people.

We have a moderate appetite for financial risk, reflecting our intent to leverage our financial reserves responsibly through strategic investments and commercial ventures that enhance long-term sustainability while maintaining strong liquidity and sound financial management to ensure ongoing organisational stability and quality service delivery.

We will actively pursue opportunities for innovation and growth, fostering creative, practical approaches and new ways of working that deliver improved outcomes and lasting impact. We have a low tolerance for risks that could compromise people safety or wellbeing, regulatory compliance or our reputation.

Our risk appetite is reviewed regularly to ensure it remains aligned with our strategy, purpose and values

RLOA