

Relationships Australia

TASMANIA

our vision

All Tasmanians enjoy positive, respectful and fulfilling relationships.

our mission

We offer people the services and support they need, when they need it, to assist them when life presents challenges.

This may be to do with a relationship, work, past trauma or other personal challenges.

We aim to support people to transform their lives and their relationships in ways that matter to them.

success measures

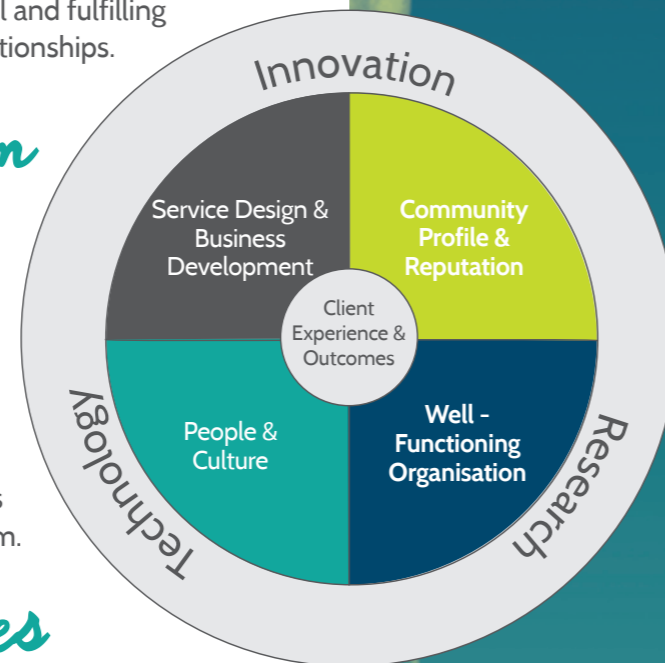
There are two main measures of success for our work:

- 1 Positive client experience of services.
- 2 A well-functioning organisation.

our values

At Relationships Australia Tasmania we believe that we should be:

- Client-centred
- Clear in our purpose and expectations
- Optimistic and hopeful
- Part of a collective effort
- Committed to outstanding service
- Professional and responsible



priority areas and goals

1 Client Experience and Outcomes

Goal
To place people who access our services at the centre of all processes that affect how, when and where they get the assistance they need.

We will
Create consumer-driven, client focused models of care that meet the needs of clients across the lifespan.

Use good data, evidence and other information when providing, designing, modifying and improving existing services and programs.

Measure the experience our clients have of our services and the impact they have on them, responding also to flexible models of consumer-driven care.

2 Community Profile and Reputation

Goal
To promote a deeper understanding of the services we offer and the contribution we make to the community and to leading public debate.

We will
Actively market and sell our offering to the market through consumers, families and the community.

Create opportunities to advance and solidify our reputation as a provider and opinion leader.

Effectively market each service offering in a sophisticated way.

3 Well-Functioning Organisation

Goal
To continue to lead and build a strong, flexible and efficient base for the organisation's work.

We will
Ensure current and future infrastructure (accommodation, ICT, HR, WHS and other systems) will be flexible to changing environments and new business models.

Manage financial, contractual and other performance areas efficiently and effectively for future sustainability.

Use big data to inform decisions about business models and infrastructure, including future service delivery locations.

4 People and Culture

Goal
To ensure a workplace where staff are valued, highly skilled and engaged in their work, and where their actions are consistent with the organisation's values and vision.

We will
Encourage a culture of leadership and learning.

Create an agile workforce to meet the future needs of the organisation.

Engage, recognise and reward staff in meaningful ways.

5 Service Design and Business Development

Goal
To diversify and design services to match community need and grow our business within the scope of our expertise.

We will
Take up and create opportunities in new and emerging markets.

Diversify our service mix.
Pilot new and innovative service models to meet the unmet needs of Tasmanians.

Use data and client research for evidence-informed design and development of new services.

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www.tas.relationships.org.au

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Reviewed and approved by RA Tas Board 2017

2014-19 Strategic Plan