

Q202

STRATEGIC or BUSINESS PLANNING POLICY

Policy Statement

The Boards will set the strategic directions for the work of the organisation through an annual planning process and 3-year strategic planning process involving consultations with The Boards, staff, members, Customers/Clients and community representatives and other stakeholders.

The Strategic Plan outlines the key goals and objectives of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service, as well as broad strategies to meet these objectives.

The Strategic Plan will be the main reference point for any work undertaken by the organisation.

This document complies with NDIS 2018, standard 2.1 Governance and Operational Management, and ACIS 2013, section 2.1 Governance and Organisation Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	Associations Incorporation Act (SA) 1985 Act
Contractual obligations	Customer Service Agreement ACNC (Australian Charities and Not-for-profit Commission)

Strategic Planning

Strategic planning is conducted every 3 years, and will involve:

- a review of the existing Strategic Plan and its implementation
- an analysis of achievements, changes in the operating environment and available resources
- consultations with all stakeholders, including staff, Customers/Clients and other relevant stakeholders
- identification of key challenges, objectives and strategies for the coming period
- drafting of a Strategic Plan for the coming period.

The planning process will usually commence at the beginning of the final six-month period covered by the current Strategic Plan. The process will be led by the Chief Executive Officer and Board of Management and may be conducted as an internal process, or with

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the assistance of external facilitators.

A draft Strategic Plan will be submitted to The Boards and the final document then formally adopted by The Boards.

Once adopted, the Strategic Plan will be made available:

- to all Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, who will be provided with a copy or a point of access to an electronic copy
- to the public via the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service website
- in hard copy available from the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service office.

Documentation of plan

The Strategic Plan will include:

- Purpose or mission statement
- Goals that Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will meet
- Strategies to achieve the goals
- Specific activities to implement each strategy
- Operations plan will be developed as a key directive from the strategic plan

Monitoring of plan

The Chief Executive Officer will be responsible for reporting to the Board of Management on the extent to which goals are being met.

Documentation

Documents related to this policy	
Forms, record keeping or other organisational documents	<p>Q243 – Data Collection Planner template</p> <p>Operations plan</p> <p>Strategic plan</p> <p>QF278 - Continuous Improvement forms</p> <p>QF241B - Feedback/Complaints forms</p>