

STRATEGIC PLAN 2021 - 2024

An Overview

Community Living & Respite Services (CLRS) is a community not for profit organisation, founded in 1979 to provide disability support services in the Echuca region. Over the past 40 years CLRS has experienced steady annual growth. In 2020/2021 CLRS supported over 391 people in a range of disability and aged care services, employed 192 staff and had 101 volunteers supporting us.

CLRS is a registered provider with the National Disability Insurance Scheme (NDIS) and with the Victorian Department of Families, Fairness and Housing (DFFH). This ensures CLRS has safeguarding of clients, good governance and robust systems as a strong focus in our organisation.

CLRS core service delivery is in Residential supports, providing 24/7 support to both young people and adults to live independently in the community. CLRS delivers supports with Daily Living, providing in home and in community support to enable people to live independently in their community. CLRS Defined Programs enable young people and adults to access activities and build their capacity through our social enterprises, customised employment programs and various group activities. CLRS also provides Support Coordination services, supporting those with a NDIS plan to understand, implement and benefit from the supports available to them in their plan.

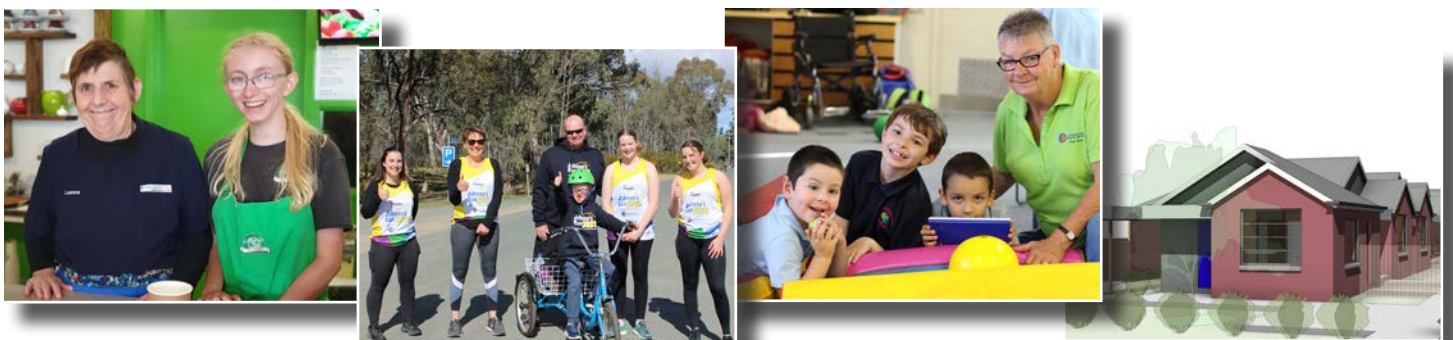
Inclusion is a cornerstone of our organisation, guiding our strategic planning and service delivery.

Our Values

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| Respect | We value and celebrate individuality |
| Flexibility | We provide innovative and responsive services to meet individual needs |
| Accountability | We are professional, ethical, honest and responsible |
| Collaboration | We partner, connect and coordinate in support of our services, organisation and community |

Our Vision

To empower individuals and families to live the life they choose in a community enriched by the inclusion of all.



KEY STRATEGIES 2021 - 2024

Strategy 1: Having an engaged, inclusive and skilled workforce.

- Everybody understands what a quality service from CLRS means
- We deliver safe services in partnership with our clients
- We align with operational regulatory requirements
- We deliver diverse and culturally considered services

Strategy 2: Sustainability to enable responsible growth

- Our services are viable and make a profit
- Our systems are effective
- We align with corporate regulatory & governance requirements
- We have a robust business model

Strategy 3: Delivering safe, effective, connected and collaborative service with every person, every time

- We have the skills to deliver the supports our clients require
- We have the resources to meet client demand
- We demonstrate our values
- We recognise the diversity & value of our staff

Our Services

- Aged Care In Home Support
- Club Teen Outside School Hours & Holiday Program
- Community Activities & Social Groups
- Customised Employment
- Murray River Tea Rooms Social Enterprise
- NDIS In Home Support & Community Support
- Recyclability Social Enterprise
- Registered Provider - Department of Families, Fairness & Housing (VIC)
- Residential Out of Home Care Provider (Children with disability)
- Short Term Accommodation Assistance
- Specialist Disability Accommodation
- Support Coordination
- Supported Independent Living
- TAC Provider

We acknowledge traditional owners

Community Living & Respite Services delivers services on the traditional lands of the Dja Dja Wurrung, Taungurung and Yorta Yorta peoples. We respect and acknowledge their unique Aboriginal cultural heritage and pay our respect to their ancestors, descendants and emerging leaders as the Traditional Owners of this country. We acknowledge their living culture and their unique role in the life of this region.

