

# STRATEGIC PLAN

## 2022 - 2027



### OUR MISSION

Working as a dedicated team to provide optimum care, consideration & dignity (for our residents & families) in a safe & happy environment

### FORWARD

The Melaleuca Home for the Aged Inc. Strategic Plan 2022-2027 provides the strategic initiatives and direction for the organisation over the next five years.

This strategy represents the vision of the Board to become a preferred provider of quality aged care services in our community. The plan ensures that as an organisation we are all clear on our critical issues, where we are headed, what we need to do and how we will know when we have achieved our goals.



#### SUSTAINABILITY

Development of strategies for capital investment & the continued growth and sustainability of Melaleuca Home for the Aged:

- Revenue Sources
- New Services
- Services Review
- New Infrastructure
- New Technology
- Industry Partnerships



#### QUALITY

Quality is at the heart of the services we provide across every facet of the organisation – aged care, management, governance, technology, workplace controls & training systems:

- Compliance
- Process & Documentation
- Facilities
- Care



#### PEOPLE

The ongoing development of an organisational culture that enhances the delivery of our services through innovation, continuous improvement & a passion for caring:

- Culture
- Staff Levels
- Training & Professional Development



#### LEADERSHIP

Developing the leadership abilities and potential of our team through training, practice & personal growth:

- Good Governance
- Research
- Effective Management
- Recognition as an Industry Leader



#### COMMUNITY

Maintain strong community connections through partnerships & consultation to ensure Melaleuca services remain relevant & responsive to the Community we serve:

- Volunteers
- Family
- Community Groups
- Marketing & Promotion
- Referral Networks
- Community Engagement



#### RISK

An understanding of and effective management of organisational risk :

- Good Governance