

Strategic Plan

2019- 2021

PRIORITY 1:

Our Consumers - We deliver care and services with dignity and choice

STRATEGIC OBJECTIVES:

1.1 We recognise consumer dignity and choice

- 1.1.1 Emphasise a stronger culture of inclusion and respect for consumers
- 1.1.2 Engage and support consumers

1.2 Deliver effective quality services

- 1.2.1 Promote a culturally safe environment, independence and quality of life
- 1.2.2 Provide appropriate staffing levels and practices to support consumers

PRIORITY 2:

Our People - We promote a culture of knowledge, respect and care

STRATEGIC OBJECTIVES:

2.1 Enhance a workplace culture based on our philosophy of CARE

- 2.1.1 Recognise staff who display our CARE values
- 2.1.2 Develop a coaching and mentoring program to align behaviours to our culture

2.2 Skilled and flexible workforce to meet organisational and consumer needs

- 2.2.1 Develop our workforce with high level of skills, knowledge and competence

PRIORITY 3:

Our Communication – We connect and engage with our consumers, our people and our community

STRATEGIC OBJECTIVES:

3.1 Promote our brand awareness to achieve competitive advantage

- 3.1.1 Enhance Carrington's marketing program
- 3.1.2 Develop a marketing strategy to capture all avenues of sales and target audiences
- 3.1.3 Develop and implement a Community engagement strategy focused on assisting people to navigate the aged care system

3.2 Establish a communication framework that informs and engages consumers and our people

- 3.2.1 Develop a communication framework to articulate options for improved internal and external communication
- 3.2.2 Engage with consumers

PRIORITY 4:

Our Systems – Utilise technology to drive business efficiencies and enhance consumer experience

STRATEGIC OBJECTIVES:

4.1 Deploy systems that will enhance business and clinical operations

- 4.1.1 Ensure our systems deliver efficient business practices and meet organisational needs.
- 4.1.2 Identify and implement innovative technology to support consumer choice

4.2 Develop quality and auditing systems to support business and consumer needs

- 4.2.1 Develop a Best Practice Quality Framework

PRIORITY 5:

Our Governance – We have an effective organisation wide governance framework

STRATEGIC OBJECTIVES:

5.1 Ensure a robust organisation wide governance framework

- 5.1.1 Develop a clinical governance framework to meet the standards and required consumer outcomes
- 5.1.2 Develop effective Risk Management Practices and Systems
- 5.1.3 Enhance the existing Risk Management Framework to incorporate Clinical and Consumer Risk

5.2 We provide a culture of effective and responsible governance

- 5.2.1 Enhance Board understanding and engagement with the business
- 5.2.2 Develop and monitor key accountabilities for all our people
- 5.2.3 Enhance and monitor Financial Governance Regulatory Compliance

PRIORITY 6:

Our Growth and Viability – We continue to be the provider of choice within the communities we serve

STRATEGIC OBJECTIVES:

6.1 Develop an innovative growth strategy to meet consumer choice

- 6.1.1 Explore growth options for Community Care services
- 6.1.2 Identify innovative service offerings to enhance the experience and choice for consumers

6.2 Ensure our facilities and assets meet the needs of our consumers

- 6.2.1 Develop strategies for redeveloping ageing assets
- 6.2.2 Engage with consumers to ensure that our physical facilities and services meet their needs and create an environment to support their choices

6.3 Improved financial viability of the organisation

- 6.3.1 Ensure that processes are in place for the efficient operation of Carrington to improve our financial viability