

CARRINGTON CARE OBJECTIVES AND STRATEGIES

To build a stronger aged care service during 2011-2015 we will:

1

ENHANCE OUR STRONG SERVICE ETHOS OF QUALITY CARE

- 1.1 *Become a Centre of Excellence in Palliative Care and Dementia Care.*
- 1.2 *Strengthen our Continuous Improvement Processes to sustain and improve our performance and care delivery.*
- 1.3 *Foster value adding relationships with Universities, TAFE Colleges and other stakeholders.*

2

GROW AND SUSTAIN CARRINGTON'S BUSINESS IN A CHANGING AGED CARE ENVIRONMENT

- 2.1 *Develop and grow Carrington's physical infrastructure to deliver aged care services in an expanding market.*
- 2.2 *Implement a whole of Carrington Marketing and Business Development Strategy.*
- 2.3 *Build a sustainable commercial model to create alternative income streams for the delivery of effective care services and resource management.*
- 2.4 *Implement an integrated information system capability to drive efficient and effective operations.*

3

DEVELOP AND ENRICH THE CAPABILITY OF OUR PEOPLE AND OUR CULTURE.

- 3.1 *Engage staff in developing a culture of innovation and continuous improvement to deliver quality service and care.*
- 3.2 *Identify and develop future leadership and capability building and expertise at all levels.*
- 3.3 *Foster a positive career environment to provide attractive career paths and progression to sustain staff retention and satisfaction.*

Integrity * Compassion * Leadership

CARRINGTON CARE STRATEGIC PLAN 2011—2015



STRONGER FUTURE

It is with great pleasure that we present Carrington Care Strategic Plan 2011—2015. The plan represents the culmination of months of work and planning by our Board and Senior Management Team. We are delighted that we have also been able to incorporate the views of our staff in the preparation of this document.

Following the success of the 2008—2011 Strategic Plan we are excited about the challenges and growth that we have set for ourselves for the coming five years.

The plan provides the Board and Senior management Team with a working document that we can use to drive the organisation forward in a changing environment assuming that we always remain true to our Mission and Values. We also believe that it is imperative that staff, residents and care recipients and the broader community have an understanding of our future objectives and direction.

The Plan will see us address some of our current challenges and opportunities in physical infrastructure, our people's capability and care delivery. The plan will also ensure that Carrington Care will continue to remain responsive to the changing needs of older people and also remains at the forefront of the aged care sector in a changing environment.

The achievement of our objectives relies upon the attraction and retention of high quality people, passionate about care and service delivery to older people. Our success will depend upon us fostering the right culture. Finally this plan will ensure the future sustainability of Carrington through financial planning and diversification of services.

The Strategic Plan has set a blueprint for our future. We are aware that a great deal of work will be required by our Board and staff to ensure that we meet our objectives over the coming years.

We are confident that we will meet these challenges. We welcome continued community support with respect to achieving our objectives and look forward to the implementation of our Strategic Plan.

Graham Pascoe
Chairman

Raad Richards
Chief Executive

OUR VISION:

Excellence in Aged Care Services

OUR PURPOSE:

To be the leading provider of Aged Care Services that enrich the lives of older people

We specifically commit to:

- Community involvement and partnership
- Open and transparent communication.
- Quality Care to promote industry best practice by innovation and continuous improvement
- Employing qualified and dedicated people who recognise and are committed to the value of teamwork.
- Ongoing focussed education, development and research.
- Facility and equipment to meet the needs of older people.
- Viable and sustainable business.
- Continually recognising and acting on our responsibilities towards the environment.
- Readily meeting government policy and regulation requirements.