

**Caladenia Dementia Care**

**Strategic Plan 2019-2022**

***Caladenia Strategic Plan***

***Update October 2019.***

# Our Vision

To be a leader in the provision of services for people who are living with dementia, and those who care for them.

# Our Mission

Caladenia Dementia Care – providing superior services to enhance the quality of life for people living with dementia

# Our Values

* **Respect all those who use the services**
* **Excellence of care**
* **Value staff and volunteers**

**Our short term future directions**

* **Quality Services**
* **Broaden commercial opportunities.**
* **Ensure processes are compliant**
* **Continue to investigate the provision of flexible overnight respite**

Key deliverables have been identified, and strategies developed in and around these areas.

**Long Term Goals**

Future strategic plans will address the following objectives and outcomes:

* Risk management and quality improvement systems;
* Leadership roles in training for the sector; and
* Continual analysis of best practice and robust governance structures.

**The Plan**

This plan is a three year rolling plan which will be reviewed annually

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strategic core drivers** | **Strategic goal** | **Key deliverables** | **Strategies** | **Risk** |
| Strengthen core business | Continue to review for opportunities to operate overnight respite 24/7 | * Continue to review for future opportunities to recurrently fund and run overnight respite | * Fundraising * External resource/assistance | Med - High |
| Build industry leadership | Quality services  Raise organizational profile in industry and local area | * Meet all Aged Care Quality Standards * All relevant policy and procedures reflect wellness and restorative care principles * Remain person centered and responsive to stakeholder needs * 100% staff annual appraisal completed and staff development goals identified | * Attend all relevant information and networking sessions * Regularly review policy and procedures * Review service, seek input from stakeholders * Undertake staff appraisals * Review opportunities for training and development for staff | High |
| Growth | Broaden commercial opportunities | * New funding sources identified and secured * Industry partnerships identified * Seek new opportunities to expand service delivery | * Liaise with funding bodies * Seek new opportunities to enhance and make community partnerships relevant to Caladenia | Low  (Long term goal) |
| Demonstrate excellent governance | Compliant processes | * Delivery of budget and cost control processes that maximize services * Compliant with relevant statutory legislation | * Report and review budget performance * Review governance procedures regularly | High |