

# STRATEGIC PLAN 2020 - 2023



## OUR VISION:

*To enable ageing residents  
of Coonamble and District  
to continue to live near  
family and friends*



## OUR MISSION:

*Provide high quality care  
and services in a range of  
accommodation settings*



## OUR VALUES:

*The values on which we  
operate are:*

**RESPECT  
COMPASSION  
INTEGRITY  
HONESTY**



# STRATEGIC INITIATIVES

Koonambil Aged Care is committed to achieving four strategic initiatives by 2023 as follows:

## 01

### **DEVELOP OUR WORKFORCE**

*We will continue to invest in the development of our current workforce and communicate the culture and experience of working in aged care to our future workforce.*

## 02

### **MAXIMISE OUR SITE OCCUPANCY**

*Koonambil Aged Care will have full occupancy of its residential care and independent living accommodation to ensure maximum usage of all available resources*

## 03

### **PROMOTE 'OUR STORY'**

*Koonambil Aged Care will continue to tell our story of quality accommodation and 24/7 care services to our local community*

## 04

### **SECURE OUR FUTURE LEADERS**

*To ensure stability and sustainability, Koonambil Aged Care will secure our future leaders including the Board, CEO and Senior Managers*

## FOREWORD

The residents are the fundamental priority for Koonambil. For this reason, our staff work hard every day to provide a comfortable and safe living environment in residents' home town, with qualified and compassionate care.

As such, the importance of our staff is prevailing. We are continually reviewing our staff numbers and skills mix to ensure residential care needs are addressed appropriately. We have increased the number of staff employed and the number of staffing hours, and further develop employee education programs.

In our changeable industry, management responsibilities also increase. An Operations Manager has joined our Management team. To stay viable, we need to remain progressive and clear about our direction, which this Strategic Plan illustrates.

It is of great importance to me that Koonambil continue to retain our professional standards and maintain our positive community image. I'm very proud of our reputation and flattered by regular confirmation from residents, their friends and family members about the exceptional care received

**Cath Bush**

**Chief Executive Officer**