



NoosaCare *26*

NoosaCare Strategic Plan 2023-2026



NoosaCare 26

INTRODUCTION

NoosaCare 26 is the culmination of extensive research both commissioned and undertaken by the Board over a four-month period. It involved consultations with residents and their families, with staff from different parts of the organisation as well as extensive consultations with health and aged care experts. Trend analysis and competitor analysis as well as a deep dive into the financial landscape by experts provided the Board, CEO and the Executive Leadership team with a deep understanding of the changing landscape of Aged Care and the opportunities this may or may not present for NoosaCare for the future.

With the assistance of a well know strategic consultancy firm with over 30 years' experience in Aged Care, the Board, CEO, Executive Leadership Team and a cross section of senior managers participated in a two-day workshop followed by a series of more detailed workshops with the Executive Leadership Team to develop this three-year plan which has a longer horizon to 2033.

Our new Mission, Vision and Principles is both a tribute to where we have come from and remains true to our community-based history. We are committed to our community and being an active part of this community and that is in our DNA. What is fundamentally different from our last strategic plan is the development of a robust road map (our Strategic Planning Framework, System and Processes) to ensure we can deliver on our Mission and achieve our Vision over the longer term.

We recommend NoosaCare 26 to you.

Johanne Wright
President

Grant Simpson
Chief Executive Officer



**Starting with
\$10 and a dream**



NoosaCare 26

MISSION, VISION, PRINCIPLES



Our Mission

We ensure that our residents achieve the best level of health and wellbeing possible by delivering personalised services with care and compassion.



Our Vision

We aspire to be a community where residents can live with dignity and choice.



Our Principles

- Residents, their partners and families are our primary focus.
- Our staff are our most valuable asset.
- We strive to be the best at all that we do.
- We work with compassion, care and open minds.
- We remember our origins and our part in our community.

“Our Mission, Vision and Principles create the platform upon which our individual, team and organisational attitudes, behaviours and work practices will be strengthened, enacted and monitored.”



STRATEGIC PLANNING FRAMEWORK, SYSTEM & PROCESSES

NoosaCare Strategic Planning System

The NoosaCare Strategic Plan is our guiding document to enable us to deliver on our mission and achieve our longer-term vision. It is the chart to secure the future of NoosaCare and its services.

It contains ten strategic initiatives, seven designed to optimise our current performance in all areas of the organisation (our optimising strategic initiatives) and three designed to enable us to grow to meet future needs (our growth initiatives). The strategies and projects associated with these initiatives will be implemented through various business and organisational plans as listed in our Strategic Planning Framework.

NoosaCare Strategic Planning Framework

The NoosaCare Strategic Planning Framework comprises three categories or types of plans:

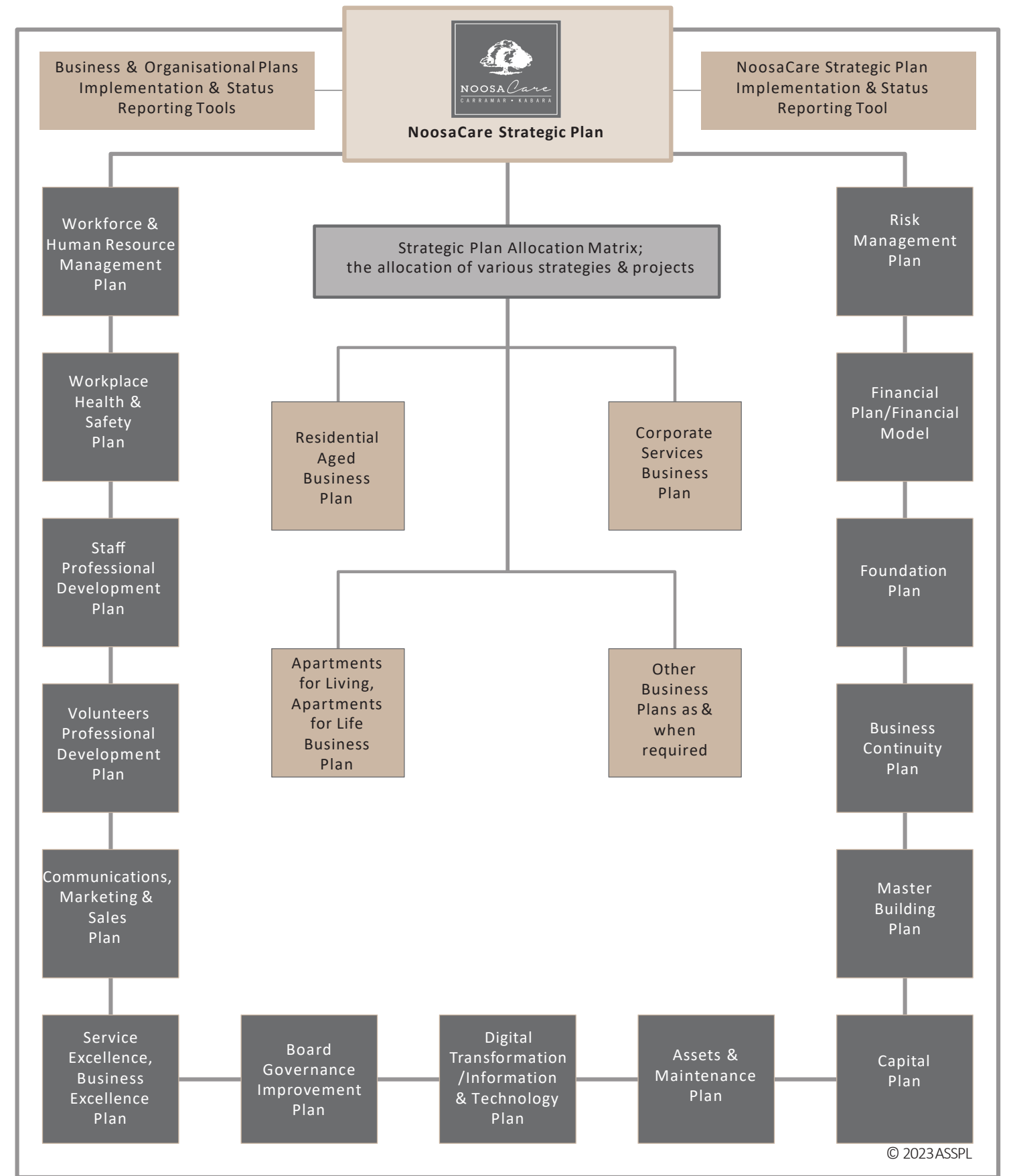
- 📌 Strategic Plan: one Strategic Plan
- 📌 Business Plans: four Business Plans
- 📌 Organisational Plans: fifteen Organisational Plans

The NoosaCare Strategic Plan, Business Plans and Organisational Plans are aligned to and will be supported by:

- 📌 the Strategic Plan Status and Implementation Reporting Tool
- 📌 the various Business and Organisational Plans' Status and Implementation Reporting Tools
- 📌 other strategic planning tools and templates, documents and posters.

The NoosaCare Strategic Planning Processes

- 📌 Strategic Plan: an annual strategic planning workshop, quarterly strategic reporting and monitoring, with six-monthly or annual strategic review and planning workshops;
- 📌 Business Plans: typically annual plans with quarterly reporting and monitoring with annual business plan reviews and development; and
- 📌 Organisational Plans: typically, annual planning with quarterly reporting and monitoring with annual organisational plan reviews and development.





NoosaCare 26

OUR OPTIMISING & GROWTH STRATEGIC INITIATIVES

Our Optimising Strategic Initiatives			
Strategic Initiative One:	Strategic Initiative Two:	Strategic Initiative Three:	Strategic Initiative Four:
Contemporary Governance, Leadership & Management	Financial Review, Financial Management & Financial Modelling	Organisational Development Projects & Service Improvement Projects	Stable Workforce, Defining Culture, Staff & Volunteer Professional Development
Strategic Initiative Five:	Strategic Initiative Six:	Strategic Initiative Seven:	
Beyond Compliance & Quality, Our Journey to Service & Business Excellence	NoosaCare, Refreshed, Repositioned & Responsive to our Community	Targetted & Mutually beneficial Alliances & Partnerships	
Our Growth Strategic Initiatives			
Strategic Initiative Eight:	Strategic Initiative Nine:	Strategic Initiative Ten:	
Current & Future Customers & Markets, Service & Business Models	Creative Master Building Plan, Robust Capital Plan & Integrated Financial Model	Exemplary Accommodation, Care & Health Hub Facilities Reflective of Customer Needs	

