

Eva Tilley Memorial Home Inc.

STRATEGIC PLAN
2022-2024



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Keeping families together

Our Vision

To be the provider and employer of choice in aged care services and deliver the best possible outcomes for the people in our care.



Our Mission

To embrace, enhance and strengthen the relationships, connections and support networks of the people in our care, and their families and friends.



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Our Values

Partnerships

Wellness



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Trust

Diversity

Choice



Strategic Plan 2022-2024

Provides the strategic initiatives and direction for the organisation over the next three years.

The strategy represents the vision of the Board to be the provider and employer of choice in aged care and deliver the best possible outcomes for the people in our care. The plan ensures that as an organisation we have clear directions for what we need to do to achieve our goals and how we know these goals are achieved.

The Board of Directors and management are committed to this plan which is built on four key directives:

Our model of care: Resident focused which embraces diversity, independence and personalised choice.

Our communities: Strengthening our relationships and developing services and strategic partnerships that support, enable and benefit those residing in our care.

Our people: Investing in a qualified and skilled workforce that delivers care and services that reflect personalised choice underpinned by best practices.

Our business: Ensuring we have a sustainable business that benefits our residents and meets their future needs.



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KEY RESULTS AREAS

Eva Tilley Memorial Home is committed to achieving four key results areas by 2024 as follows:

ENHANCE CARE SERVICES, RESIDENT AND FAMILY WELL-BEING, CHOICES AND AMENITIES

We will continue to explore a care model that provides optimal outcomes for the people in our care, the choices they make and the amenities in which they want to live.

HOW

- New care/services model approved and implemented
- Cumulative results and trends from resident satisfaction surveys, experience surveys and feedback framework
- Meet best practice standards for care, choices and amenities
- Form alliances with Universities

ENHANCE AND STRENGTHEN OUR PARTNERSHIPS WITHIN INTERNAL AND EXTERNAL COMMUNITIES

We will continue to strengthen our current relationships and explore new alliance or partnerships with other community organisations that will enable: greater choices, diversity of services and connectedness.

HOW

- Results related to the total number and values of partnerships and alliances
- Explore partnerships and implement a diversity action plan
- Cumulative results and trends from resident satisfaction surveys, experience surveys and feedback framework
- Partners In Care Advisory Group formed

DEVELOP AND INVEST IN OUR PEOPLE

A continual investment in the development of our people: the board, management, staff and volunteers in an environment of belief, support, leadership, encouragement and accountability. The right structures and processes, the right people and the right service model.

HOW

- Proposed service model is supported and endorsed.
- Review the revised operational structure and measure the outcomes.
- Cumulative results and trends from annual management and staff performance appraisals
- Retention rates of our people is measured and trends monitored
- Leadership and excellence program approved and implemented
- Secure Permanent Residency opportunities for our people

FOCUS ON OUR FINANCIAL INITIATIVES AND STRENGTHEN OUR ORGANISATION

To ensure that it is a financially viable and sustainable organisation that meets the needs and expectations of the people in our care and fund our future.

HOW

- Achieve an annual surplus
- Meet or exceed budget targets
- Additional profitable revenue streams to be developed and approved
- Master plans explored

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