

## Mission

WE CARE for our residents through:

- individualised services & Support
- High Standards of Clinical Care
- Outcomes designed to provide quality of life
- Facilities fit for purpose

## Vision

*“Feeling at home while enjoying excellence in residential care”*

## Values

Wyndham Focus  
Engagement  
Community  
Ownership/NFP  
Accountability  
Respect  
Excellence



### Consumer Centred Care

**Deliver the best quality care and outcomes for our residents that meet their preferences and needs**

Implement improved dining experience & Nutritional improvement to meet dining and clinical goals  
Clinical workforce plan to exceed minimum standards of care.

Improve consumer wellbeing through lifestyle therapy



### Quality Service Environment

**Optimise our building environment**

Conduct a review of cleaning and laundry services to align with resident choice  
New flooring- improved infection control  
Common are review: themed, repurposed and standards set  
Capital works list for external funding  
Asset register



### Community Partnerships & Government Relations

**Build and maintain strong community partnerships to ensure we are accessible, relevant and valued**

Advocacy to government representatives in relation to local issues and sector change  
Community engagement strategy  
Annual fundraising plan  
Implementation of marketing plan



### Financial Sustainability

**Maintain the financial sustainability of Manor Court**

Investment maximisation plan  
Annual grants program and resourcing  
'Service reviews' by the department.

### KPI's

- ACFI Revenue
- Occupancy
- Staff Engagement
- Resident/ Family Survey
- Complaints
- Compliments
- Financial Results
- Accreditation
- Implementation of Royal Commission Recommendations.



### Org Governance, Safety & Quality

**Comprehensively strengthen organisational governance**

Implement a renewed governance framework  
Conduct a review of organisational risk register, incorporating new reporting requirements and pandemic impacts  
Achieve accreditation  
Royal Commission findings: response and implementation  
Review and implement governance framework



### Innovation & Continuous Improvement

**Catalyse innovation and foster a culture of continuous improvement to bring about positive change to the experiences and care of residents.**

Increased services: CALD, diversity and dementia  
Feasibility study for future growth  
Report on trial for in-home care  
Report from lifestyle on external activities and technology use  
Develop a digital investment strategy



### People & Culture

**Strengthen and maintain a skilled and valued workforce.**

Consumer choice' values to be embedded in staff culture  
Introduction of revised EBA  
Development of study policy  
New uniform standard reflective of brand  
Training & Upskilling Program



### Consumer & Family Engagement

**Understand what matters to consumers and their families to drive the delivery of services that meet their preferences and needs.**

Consumer engagement strategy  
Quarterly Zoom family meeting  
Introduction of family orientated events  
Family communication incorporated into care planning and admissions