

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