



## **Summary – Strategic Plan 2021-2024**

### *Our Purpose*

...is to provide a dignified and nurtured life for all who come into our care.

This drives all we do.

### *Strategic Directions:*

#### **Resident Experience**

Facilitating a positive resident experience every day

#### **Work Environment**

Creating a place where people are proud to work and volunteer

#### **Partnerships**

Building valuable links and connections with our local community and beyond

#### **Caring for the Business**

Optimising our business model to enable sustainability in all its forms

#### **Learning & Development**

Developing a powerful learning culture for staff, volunteers, residents, and families

### *Our Values*

We ask, we listen, we learn, we act, we care

We respect the individual

We seek to find a better way

We work as a team