



**GOOD SHEPHERD
LODGE**



**KERRISDALE
GARDENS**

Strategic Plan 2017-2022



OUR VISION:

Our residents living independently with flexible lifestyle choices



OUR MISSION:

Dedication to the highest quality of individualised care and accommodation services



OUR VALUES:

We at the Good Shepherd Lodge Ltd all work to the achievement of our Vision and Mission guided by these values:

RESPECT • INTEGRITY • COMPASSION • INCLUSIVENESS

FOREWORD

The Board of Good Shepherd Lodge Ltd is committed to developing and enhancing the unique service that has been the foundation of the Good Shepherd Lodge for over 40 years. The role of the Board is to provide guidance through its governance to maintain and, where necessary, to improve the

standard of care and facilities so that Good Shepherd Lodge and Kerrisdale Gardens remain at the pinnacle of aged care services in the district. As Chairman I, along with my fellow Directors, look forward to the implementation of the strategic plan for the betterment of our organisation and the services it provides.

We have an outstanding senior executive, who have built a strong, well trained team which embraces and successfully implements our overriding objective of excellence in resident care and we are confident as a Board that this will be achieved.



DEVELOP OUR WORKFORCE

The Good Shepherd Lodge Ltd will continue to invest in its people, developing our workforce in an environment of support and accountability

KEY PERFORMANCE INDICATORS

- Complete a revised/new Enterprise Bargaining Agreement (EBA)
- Ensure 80% or more of staff are positively engaged and contributing to their workplace objectives
- Ensure 80% or more of staff are satisfied with the support from management
- Ensure 80% or more of staff would recommend the Good Shepherd Lodge and Kerrisdale Gardens to people they know

EXPAND OUR SERVICES

The Good Shepherd Lodge Ltd will focus on expanding its range and scope of care services, accommodation options and auxiliary services growing into a regional provider of care and community services

KEY PERFORMANCE INDICATORS

- Establish home care services and transitional care either through a partnership or on our own
- Expand aged care services from care at home to end of life care
- Expand our food services to a full commercial operation
- Examine the cumulative results and trends of profit and loss statements

BROADEN OUR IMPACT

The Good Shepherd Lodge Ltd will be widely known and recognised as a market leader in the provision of aged and community care services

KEY PERFORMANCE INDICATORS

- Launch our revised brand
- Ensure by 2020 70% or more of people in the communities we survey are aware of and have a positive view of our brand
- Meet or exceed agreed occupancy levels and sales targets

ENSURE FINANCIAL SUSTAINABILITY

The Good Shepherd Lodge Ltd will ensure it is a financially viable and sustainable organisation through the implementation of financial plans, budgets, disciplines and targets that can continue to fund its future

KEY PERFORMANCE INDICATORS

- Meet or exceed all financial ratios, targets and budgets
- Establish and implement a debt ratio policy
- Examine and monitor cumulative trends and results of annual profit and loss, cash flow and balance statements

ENHANCE OUR FACILITIES

The Good Shepherd Lodge Ltd will continue to renovate, refurbish, grow and expand its accommodation and auxiliary services using contemporary business and property development methodologies

KEY PERFORMANCE INDICATORS

- Revise and update Master Plan for both sites
- Complete all building, renovation and refurbishment projects on time, within budget and to required specifications
- Ensure 80% or more of residents and their families are satisfied with our services

STRATEGIC INITIATIVES

The Good Shepherd Lodge Ltd is committed to achieving five strategic initiatives by 2022 as above:

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