

# Park Lane Croydon

## Strategic Plan

2024 - 2026

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### **Foreword**

A Strategic Plan for 2024-2026 has been created by the Park Lane Croydon Management Team.

Simply put, strategic planning is the process of deciding where we want our Organisation to be in the future.

Our intention is to provide an understanding and a sense of direction as to what we are doing, why we are doing it and how it will benefit our stake holders (our Residents, their Families and our Staff).

This strategic planning document outlines where we will focus our attention for the next two years. This is not a detailed operational plan that sets out how we will do our work every day. Instead, it should be considered a guide to the priority areas where we will focus our attention. It will be the guiding force behind what we do every day.

We believe that this plan ensures that as an organisation we are all clear on:

- Where we are going and why we do what we do, our purpose.
- What we need to achieve, the strategic focus areas.
- Why we do it, our values.

We fully encourage you to read this strategic plan and welcome any input that you might like to make.

Cameron Willoughby  
Director – Business Operations

Brad Willoughby  
Director – Residential Services

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In creating our strategic plan we have the opportunity to ensure that our purpose and reason for being was relevant, considered in the services we provide and appropriate for the environment we work and live in.

Our mission informs our strategy and the way we are creating a sustainable provision of services.

### **Our Mission**

To provide a friendly and supportive community that recognizes and respects the individual and their life journey.

We do this by supporting our Residents with the choices they make regarding independence, their care and preferred services.

### **Our Vision**

To be recognized by our community as a provider of exceptional care and service.

### **Our Values**

P.R.I.D.E.

**P**rivacy  
**R**espect  
**I**ndividuality  
**D**ignity  
**E**njoyment

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### **Our Foundations**

We believe every focus area is underpinned by our unwavering commitment to safety and quality in everything we do and our desire to build a community that is inclusive and representative of society.

We believe the Aged Care Quality Standards are a minimum set of expectations for aged care services and we seek to exceed these in everything we do.

Our commitment to embracing the diversity of our community and being inclusive means that our planning takes into account the broad mosaic of everchanging community. We aim to provide an environment that is welcoming, safe and free from discrimination.

We are committed to providing high quality safe reliable care for when individuals need it in their life. We are focussed on providing care and services that exceed expectations. The eight aged care quality standards detail the way we plan for and deliver care and services. We do this not to achieve accreditation but to ensure every person is treated with dignity and respect and is supported to make choices about the way they live.

### **Safety and Quality**

#### *Strategic statement*

We will provide safe, high quality care to all individuals. We take seriously the trust that has been placed in us to care for you or your loved ones. The safety of everyone in our community is paramount and we are committed to ensuring that safe, high quality care is the pillar of everything we do.

### **Diversity, Inclusion and Consumer Centred Approach**

#### *Strategic statement*

We believe that the identity, culture and diversity of our community should be embraced. We are committed to creating a welcoming and inclusive community.

We will promote and engage in a service culture that supports Resident health, safety and wellbeing and that is inclusive of identity, diversity and cultural safety by:

- Enhancing and maintaining Residents' partnership in designing and delivering Care and services as they like.
- Ensuring delivery of consumer-centred Care, ensuring meeting their individual care needs.
- Welcoming diversity and providing Care to the consumer that is inclusive of their identity, diversity and cultural safety.

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### **Cultural Safety**

#### *Strategic statement*

We will model a culture and environment which is entirely consistent with the principles of Cultural Safety, by:

- Delivering culturally safe Care and services that are culturally safe, support individual's culture, customs, beliefs, needs and practices and ensures consumer's identity is respected.
- Delivering Care and services that supports resident's rights of choice, independence and decision-making.
- Delivering Care and services that respect consumer's privacy, dignity and culture.

“Care and Services are planned and delivered in a way that is spiritually, socially, emotionally and physically safe and respectful for Residents. Culturally safe care and services also ensures that a person’s identity is respected so that who they are and what they need in not questioned or denied.”  
(Aged Care Quality Standards & Resources)

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### **Our Focus Areas**

We have identified the following focus areas which are critical to our vision for the future:

- 1.0 Guiding Philosophies
- 2.0 Leadership and Culture
- 3.0 Organisational Governance
- 4.0 Human Resource Management
- 5.0 Education
- 6.0 Strategic Priorities

#### **1.0 Guiding Philosophies**

We have reviewed and reconfirmed our Vision, Mission and Values statements in terms of;

- What we aim to accomplish and for Whom;
- Of Values that define Why we do what we do it the way we do it and;
- What our Organisation will be like at a point in the future.

#### **2.0 Leadership and Culture**

We will develop the leadership skills of our staff across all areas of our organisation;

- To make sound decisions and inspire others to perform well;
- To understand the talents and temperaments of each individual and effectively motivate each person to contribute individually their best;
- To take pride in their actions and to meet the challenges of the future.

#### **3.0 Organisational Governance**

We will ensure we have effective organisation wide Governance Systems to ensure our systems and processes are Repeatable, Robust and Sustainable.

- Clinical Governance
- Information Management
- Continuous Improvement
- Financial Governance
- Workforce Governance
- Regulatory Compliance
- Feedback and Complaints
- Infection Prevention

#### **4.0 Human Resource Management**

We will continually monitor and review our organisational structure to ensure that we have the appropriate leadership and skills to support staff in meeting the everchanging care needs and service expectations of our Residents.

We will strive to be an employer of choice by creating a workplace that is inclusive, where staff feel safe and valued as an individual.

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### **5.0 Education**

We will develop and encourage staff to participate in education across all Accreditation Standards. We will ensure that appropriately qualified and experienced staff provide quality care and services.

### **6.0 Strategic Direction**

We will review our strategic direction on an annual basis which will link to our Organisational Plan for Continuous Improvement (PCI).