Garden VILLAGE

STRATEGY MAP
2023-2025

OUR VISION

An inclusive community where people have equitable access to high quality support and accommodation that meets their unique needs.
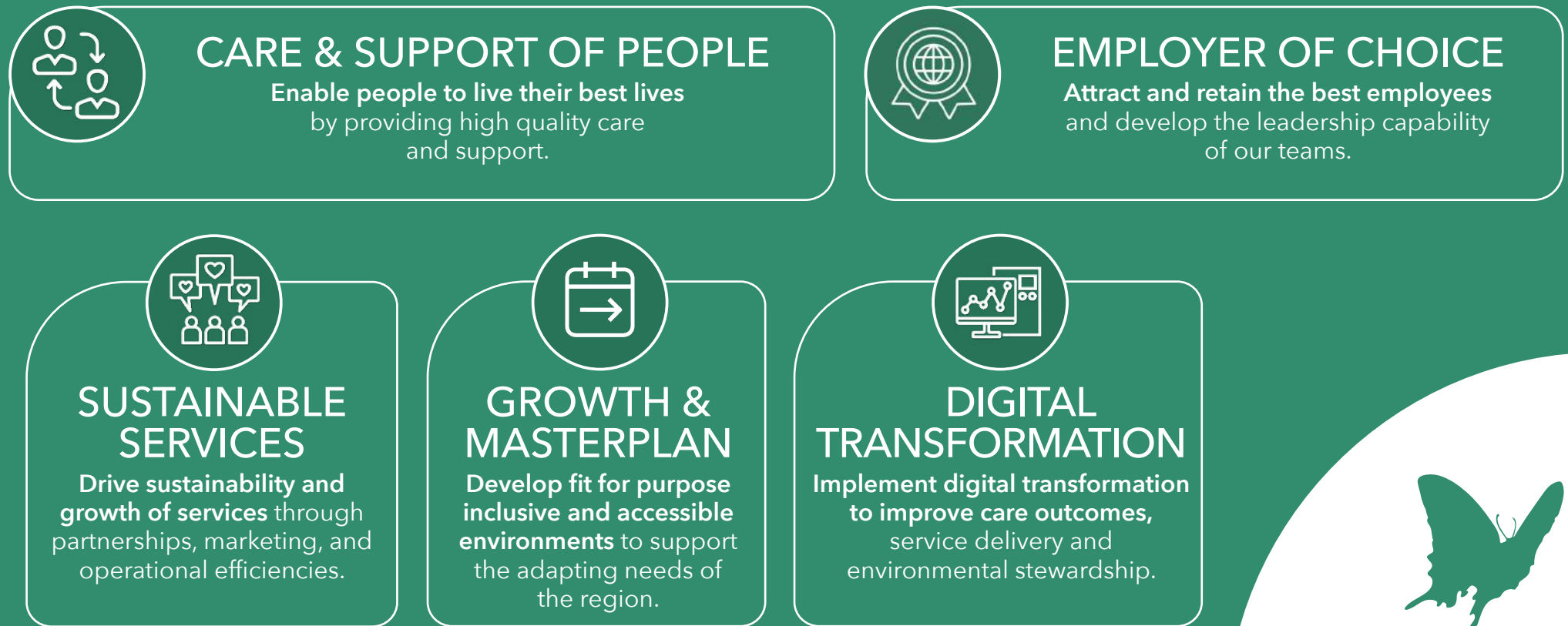
OUR PURPOSE

To be a leading provider of compassionate care, support and lifestyle services enabling individuals to live their best life.

BUSINESS OBJECTIVES – OUR MEASURES OF SUCCESS

- Quality Care & support
- Engaged Workforce
- Consumer Satisfaction
- Strategic Business Growth
- Compliant Services
- Community & Sector Leaders

STRATEGIC PILLARS 2023 - 2025

CARE & SUPPORT OF PEOPLE
Enable people to live their best lives by providing high quality care and support.

EMPLOYER OF CHOICE
Attract and retain the best employees and develop the leadership capability of our teams.

SUSTAINABLE SERVICES
Drive sustainability and growth of services through partnerships, marketing, and operational efficiencies.

GROWTH & MASTERPLAN
Develop fit for purpose inclusive and accessible environments to support the adapting needs of the region.

DIGITAL TRANSFORMATION
Implement digital transformation to improve care outcomes, service delivery and environmental stewardship.

FOUNDATIONS – OUR ESSENTIALS

OUR VALUES

Our values set the guardrails of how we operate and respond to our teams, clients and residents. They guide our decision making, shape our culture, and demonstrate to stakeholders what we stand for.

COMPASSION, care, and empathy are the foundation of everything we do. We value diversity and respect the views and choices of all individuals.

COLLABORATION, teamwork, and partnerships with consumers, clients, and the community are essential to achieving the best outcomes for those we support.

ENABLEMENT is about doing 'with' instead of doing 'for.' We empower individuals to make informed choices and take control of their lifestyle, health, and wellbeing.

INTEGRITY shapes our culture, guiding us to do our greatest good. We prioritise being helpful, reliable, honest, and transparent in all of our actions.

FORWARD LOOKING means aiming for excellence, embracing change, and being sector leaders. We value learning from all experiences and encourage a culture of continuous improvement.

CRITICAL BUSINESS FUNCTIONS

- Care & Support of People
- Clinical & Corporate Governance
- Risk Management
- Environment, Social & Governance (ESG)
- People Engagement
- Financial Management