



McLEAN  
CARE®

STRATEGIC  
REVIEW  
2019

LEADING | GROWING | CONNECTING

Strategic  
Initiatives

# 01 STRONG GOVERNANCE AND LEADERSHIP

The ability to grow and diversify sustainably and be connected to the community requires skilful governance and leadership of everything that we do. Our Board and Executive team will strive to achieve our vision and mission through managing risks, driving innovation, and leading a strong, sound organisation.

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# 02 SUSTAINABLE AND DIVERSIFIED GROWTH

Central to achieving our vision to enrich experiences beyond all boundaries is the ability to deliver high quality services to older people, regardless of their location, background or socioeconomic status. With a growing need for care and accommodation services for older people across Australia, we will seek opportunities that improve the lives of both our current and future clients, residents and communities.

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# 03 COMMUNITY CONNECTION

Our organisation was founded to ensure that people residing in rural and remote communities are not disadvantaged as a result of their geographical location. We will build on this foundation to ensure we continue to impact positively on the communities we serve.

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# 04 SKILLED AND COMMITTED WORKFORCE

The future success of our care and accommodation business rests with the quality of services delivered by our people (our workforce). We must continue to find ways to improve their skills, confidence, engagement and impact with our customers.

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# 05 INNOVATE FOR EXCELLENCE

Continued investment in available technologies seeking innovative methods and models to improving efficiency of our services is a critical success factor for our regional growth strategy

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# McLean Care® Values

## Courage

We dare to do down new roads and challenge accepted wisdom

## Compassion

We reach out to others in time of need, showing kindness, giving support and sharing their burden

## Respect

We value each other as individuals, honouring their personal rights and dignity

## Integrity

We are honest, fair and ethical and we do what is right

## Reliability

We do what we say we do and provide consistency in our services every time

## Resilience

When faced with difficult experiences, we adapt and seek out the opportunities

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## Our Vision

*Enriching Experiences Beyond All Boundaries*

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## Our Mission

*Owned And Inspired By Our Community To Focus On YOU*