



# 2020 - 2023 STRATEGIC PLAN

**OUR VISION:** *Through the upholding of values and continuous realignment with our mission, we will “Enrich experiences beyond all boundaries”.*

**OUR MISSION:** *Inspired by our community to focus on you.*

**OUR VALUES:** *In supporting our mission we uphold key organisational and cultural values that facilitate success in our field and propel us towards our vision for the future. These values are integral to our successes to date and will continue to be key for our successes in the future:*

RESPECT  
RELIABILITY  
RESILIENCE  
COMPASSION  
COURAGE  
INTEGRITY



McLean Care®

## FOREWORD

It is with great pleasure that we again present our latest road-map and strategic plan. Each year we review and renew our strategic plan, we the board have the pleasure to work with our CEO and other Executives and as one team' we meet to strategise the future of McLean Care. We do this with the aim to ensure that as an organisation we reflect on the changing needs of the communities that we serve, and the changing regulatory environment in which we operate. We now present our strategic vision by 2023.

The strategic Plan is our vision for future growth, development, and for the long term sustainability of McLean Care. Many factors are taken into consideration one of which is the feedback that we have received from our Community and Staff Engagement Forums held throughout the year. This feedback helps us to design our future delivery of services and growth areas.

We find ourselves in challenging times, however challenges always present opportunities, and our team have presented many innovative and strategic initiatives to meet these challenges. Our plan also includes a period of consolidation on the rapid planned growth that we currently are engaged in. We have also had time to reflect on our successes, challenges won, and lessons learnt over the past 2 years.

Congratulations to all the McLean Care team, we the board continue to look forward to the years ahead

## STRATEGIC INITIATIVES

McLean Care is committed to achieving five strategic initiatives by 2023 as follows:

02

### FINANCIAL IMPERATIVES AND ENVIRONMENTAL SUSTAINABILITY

*McLean Care will be a financially profitable and environmentally sustainable rural and regional service provider able to fund its growth and regional expansion while ensuring environmentally sustainable practices.*

01

### REGIONAL GROWTH CONSOLIDATION

*McLean Care will 'bed-down' the transition of two new regional aged care providers in New South Wales and Queensland, then continue its regional growth expansion.*

03

### DEVELOP OUR PEOPLE AND INNOVATIVE PROJECTS

*McLean Care will continue to invest in its people, our leaders and workforce in an environment of support and accountability together with innovative projects ensuring residents and clients achieve the best possible outcomes.*

04

### FOCUS ON HOME CARE

*McLean Care will continue to logically and sequentially expand its scope of home and community services and geographical areas to meet the needs and expectations of regional clients and their families.*

05

### QUALITY PRACTICES SUPPORTED BY INTEGRATED SYSTEMS

*McLean Care will continue to develop contemporary integrated systems that deliver timely and accurate data, information and reporting that assist the Board, Executives and our staff to provide high quality care and services.*

**Manuel Meszaros Chair**