



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

DRIVING FINANCIAL SUSTAINABILITY

McLean Care will drive financial sustainability through resourcing efficient operational systems and its medium-term growth initiatives, while providing timely and accurate data, information and analysis.

01

NATIONAL TARGETED GROWTH

McLean Care will continue with a targeted growth and expansion strategy of its aged and community care services with the aim of becoming a national provider supporting local communities

03

INNOVATIVE WORK FORCE SOLUTIONS (DUART-5)

McLean Care will prioritise investment in its current and future workforce implementing innovative solutions for recruitment, retention, and professional career development in an environment of support and accountability.

04

EMBEDDING EFFECTIVE BUSINESS SOLUTIONS

McLean Care will continue to embed business processes supported by contemporary integrated systems that deliver timely and accurate data, to facilitate real-time information and reports resulting in the ability to 'future proof' the organisation.

05

GOVERNANCE RESPONSIBILITIES AND SUSTAINABLE ENVIRONMENTAL AND SOCIAL PRACTICES

McLean Care will meet and/or exceed all governance responsibilities and ensure we are working towards environmentally and socially sustainable practices.

Manuel Meszaros Chair