



# STRATEGIC PLAN

**2022 - 2025**

## VISION

A safe, comfortable caring  
home environment

## MISSION

To provide quality  
residential and  
community care to  
older people

## VALUES

The Board, management and staff of  
Akooramak work towards the achievement of  
our Vision and Mission guided by these Values

RESPECT  
INTEGRITY

COMPASSIONATE CARE  
TRUST



# STRATEGIC INITIATIVES

Akooramak is committed to achieving six strategic initiatives by 2025 as follows:

## 01 FOCUS ON OUR FINANCIAL IMPERATIVES

*Through the development of key financial indicators and robust monitoring of our financial performance Akooramak will be a viable organisation able to fund its current and future strategic initiatives.*

## 02 STRENGTHEN OUR OPERATIONS

*Akooramak will continue to invest in efficient operational structures, systems and practices that provide timely and accurate data, information and reports to assist staff deliver quality care services and accommodation options for residents and ensure full compliance.*

## 03 DEVELOP OUR PEOPLE

*Akooramak will continue to invest in its people, developing our leaders and workforce in an environment of support and accountability ensuring the right structure and the right people are delivering our strategic initiatives.*

## 04 ENHANCE OUR FACILITIES

*Akooramak's buildings and facilities will deliver a home-like environment, meet the aged care standards and expectations of our residents and their families.*

## 05 FOCUS ON QUALITY CARE

*Akooramak will deliver consistent, high quality resident centered care to residents and community care clients.*

## 06 STRENGTHEN OUR POSITION IN THE COMMUNITY

*Akooramak will strengthen our identity and increase engagement with our stakeholders, to be recognised as a quality community owned and operated aged care and accommodation service in Warwick and District.*

## FORWARD

This strategic plan has been compiled by members of the governing board, and senior members of Akooramak staff (both clinical and admin) under the guidance of Patrick Herd, principal consultant at CBA. Thanks must go to all participants and leaders for their time and valuable contributions in building this document. It has been designed as a guide for Akooramak's progress over the next three years so that the best outcomes will be realized for its residents and staff, thus ensuring that this facility maintains its great reputation for care of older persons in Warwick and surrounds.

The board recognizes the increasing importance that is being placed on good governance. A plan for future direction is essential to maintain Akooramak's quality of care, the retention of invested staff, the continuing financial viability of the whole organization, and the required compliance to provide for successful government audits.

Our strategic plan will be highly instrumental in helping to achieve all of these vital outcomes.

**Don Stewart**  
Chairman