

Strategic Plan & Priorities 2023-2026 (draft)

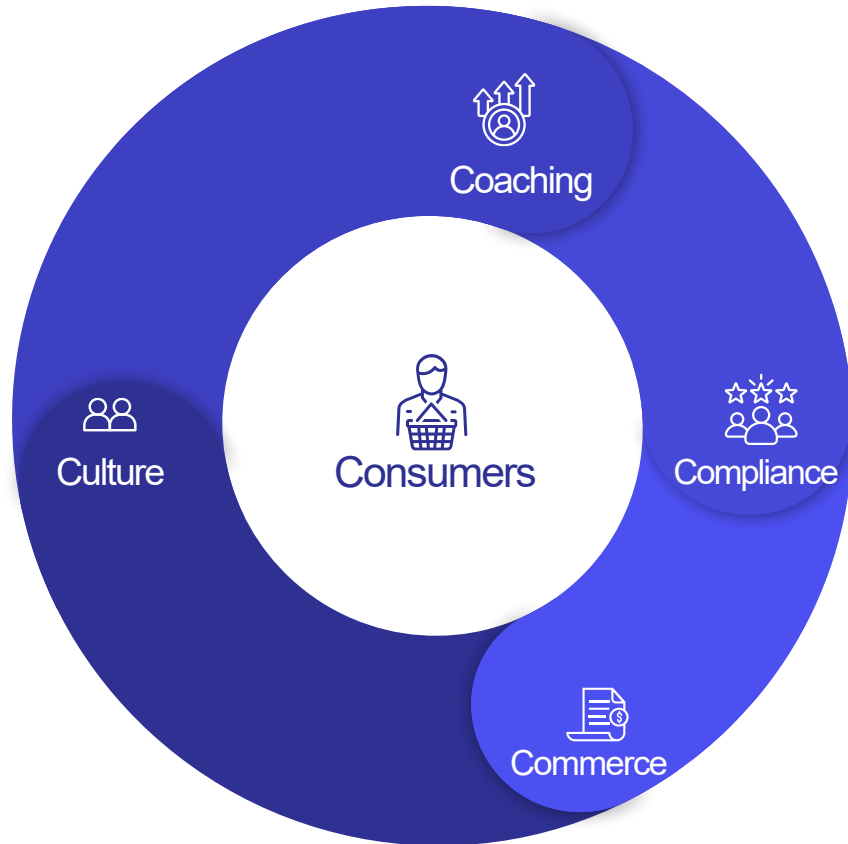
March 2023

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*We pay our respects to the
Traditional Custodians of the lands
in which we work, and
acknowledge the Elders past,
present and future.*

Becoming Consumer-Centred



From Good

Conforming to legislative & regulatory requirements.



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To Great

Delivering excellence driven by engaging consumers' and tailoring our services to meet their needs and preferences.



Strategic Priorities

The 5-C's of Carino Care Strategic Plan 2023 - 2026



Consumers

Consumer-centred care & services: tailoring care and services to meet individual needs & preferences.



Culture

People-centred: meaningful relationships of and between consumers, staff and families. A trusted & respected organisation.



Coaching

Leaders are coached and leaders coach our people to deliver best practice.



Compliance

Minimum outcome: aged care regulatory standards are our foundation, not an aspiration, so they are met everyday. Underpinned by consumers choices & rights.



Commerce

Financial stewardship: right resources at the right time all the time.

Programs March 2023 - June 2023

Consumers, families and staff are fully engaged to meet the consumers' needs.

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The Dining Experience

Staff are available at breakfast & lunch to assist with meal service.

What we will do:

- All catering & care staff will be available at mealtimes to assist with meal service.
- Independent consumers will receive their meals first, so it's hot – where feasible.
- Staff will describe the food when giving it to consumers.
- Consumers will have the ACQSC meal preference form in their room & in Autumn Care for staff reference.
- Kitchen staff will reference the ACQSC meal preferences when preparing & serving meals.
- Menus will have two choices: a simple and culturally specific menu.



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Consumer Consent: Care & Services

All staff will confirm with the consumer before commencing care and services.

What we will do:

- Consumers will be asked, not told - and we will check for understanding.
- This may involve lowering the mask so the consumer can understand and see the staff member when speaking (while maintaining safe distance).
- Consumers who have complex needs will have specific support.
- Staff allocation will be dedicated to the same consumer as much as possible.
- Duty lists are a guide not a fixed limit.



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Resident-of-the-Day Revamp

We will engage more deeply with our residents, better understand their needs & preferences and tailor our care & services to meet their needs.

What we will do:

- We will elevate the importance of ROD.
- We will create quality care plans and make each ROD feel valued and respected.
- We will leverage Mint to invite input from every member of the team.



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Lifestyle & Activities

Lifestyle and activities for consumers are part of every staff member's role.

What we will do:

- Consumers and families will be surveyed on new options.
- Programs will be based on the new options.
- Lifestyle team will be trained.
- Lifestyle will have the relevant resources for all programs.



Coaching

Staff are consistently supported & developed to succeed.

What we will do:

- Leaders at all levels will be coached.
- Registered Nurses will lead their teams.
- Staff will get feedback on a regular basis.
- Staff know what our Values look like in action.
- Handover will include Values in action: who did a great job!
- Consumer and family feedback is a gift and is captured and shared.
- Mint will be used by all staff to call out achievements that celebrate our Values.

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Commerce

Financial stewardship is part of all decisions and actions.

What we will do:

- Achieve and maintain 95% occupancy.
- Order what is required.
- Train all line managers in waste prevention.
- Mirus program on AN-ACC.
- Financial reports available monthly for analysis.

Strategic Plan 2023 - 2026



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