



Tanunda
Lutheran Home Inc.

STRATEGIC PLAN

2022 - 2025

"Enriching the lives of our older people"



Tanunda
Lutheran Home Inc.

WE ARE DEDICATED TO MAKING EVERY DAY THE BEST IT CAN BE BY PROVIDING SPIRITUAL AND PHYSICAL CARE IN OUR LOVING CHRISTIAN COMMUNITY.



Tanunda
Lutheran Home Inc.
Enriching the lives of our older people

OUR VISION & VALUES

PHILANTHROPY

We are proud of our genuine acts of KINDNESS, COMPASSION and GENEROSITY.

COLLABORATION

We value TEAM WORK and COHESION through willing PARTICIPATION and honest COMMUNICATION.

PROTECTION

We protect everyone's SAFETY by actively ADVOCATING and REPORTING. We are committed to our DUTY.

CHOICE

We RESPECT all people's right to choose through our actioned AWARENESS of human DIVERSITY and DIGNITY.

PROFESSIONALISM

We represent our Organisation through our PRESENTATION, COMPETENCE and COMMITMENT to our professional DEVELOPMENT.

CUSTOMERS

We value our customers EXPERIENCE and JOURNEY by dedicating ourselves to the provision of exemplary SERVICE to them and their LOVED ONE'S.

POSITIVITY

We take PRIDE in our Organisation and our culture. We nurture our culture through ACKNOWLEDGMENT, GRATITUDE and HAPPINESS.

The Board of Management Tanunda Lutheran Home Inc.

Our strategic goals

To achieve our vision, we all work collaboratively and energetically to build an inspirational future for Tanunda Lutheran Home which:

- continues to develop and demonstrate spiritual values in action to make what we do extraordinary
- will develop an enviable reputation as the best place to live and work; a place where our high standards are matched by the care, innovation, passion and commitment to our customers, staff and volunteers
- will build positive organisational relationships and networks to add value to our agreed goals
- will continuously improve our governance and performance systems to provide the strategic foundations which underpin our sustainable financial and operational future.

Our strategic position

Both through our own services and through partnerships and advocacy, we connect people to a broad range of integrated, flexible aged and retirement services which they may need over time. We provide services and accommodation across the Barossa Valley region and our focus is on the core areas of retirement living, home care and residential care. We leverage our Lutheran networks - as well as other partnerships to strengthen our leadership, influence, and the quality of our services.

Our strategic approach 2022 - 2025

Our strategic choices are flexible and responsive to changing circumstances. We prioritise our strategic projects and screen them for feasibility using a formal business planning process. Our strategic focus for 2022 - 2025 is to:

- position ourselves to confidently manage the national aged care, home care and retirement services 5 Pillars over 5 Years government reform agenda
- develop our spiritual and customer values in action to make what we do extraordinary
- develop improved operating and business efficiencies through improved systems and processes
- redevelop the older assets and amenities through the 30-year Master Planning process and staging plan.
- diversify our services to provide access to types of retirement, home care services and aged care options
- achieve and continue to develop a caring and professional workforce
- evaluate opportunities to partner or merge with other services or related business

Our strategic initiatives plan 2022 - 2025

Each year we evaluate our strategic outcomes and review the actions which we need to take during the next twelve months to deliver our strategic goals. Implementation of our strategy is managed using an annual strategic business plan, and this is integrated with our annual operational business plan (see page 9). These plans are monitored and evaluated by the TLH Board and staff on a regular basis, ensuring that each strategic project is appropriately resourced and has realistic timeframes.

Strategic Key Result Areas	Actions	Who	Target Date	Scheduled Evaluation Date
<ul style="list-style-type: none"> Position ourselves to confidently manage the national aged care and retirement services reform agenda 	<ul style="list-style-type: none"> Monitor the developments and announcements of the Federal Governments 5 Pillars over 5 Years Strategy <ul style="list-style-type: none"> <u>Pillar one: Home care</u> <ul style="list-style-type: none"> Confirm Approved Home Care Provider Status Confirm Operational & financial processes for the Home Care business Have discussion with LHI regarding Home Care systems, policies & procedures. <u>Pillar two: Residential Aged Care Services & Sustainability</u> <ul style="list-style-type: none"> Introduction of the AN-AAC 	Board CEO	June 2025 June 2025 June 2022 June 2022 June 2025 October 2022	June 2022 January 2022 February 2022 October 2022 December 2022

	<ul style="list-style-type: none"> • <u>Pillar Three: Residential Aged Care Services & quality & safety</u> • Implement the expanded SIRs Scheme to Home Care Services • Implement the reporting process to residents & families on commencement of the Star Rating System. • Explore Tele-Health options to assist in meeting specialised health requirements • Develop systems to meet the requirements of carers & RN minutes per day • <u>Pillar four: Workforce</u> • Registered Nurse incentive Grant activated • Research Housing Options to encourage staff to live and work in Tanunda. • Work with organisations to encourage further aged care and nursing training options for the future workforce 		<p>June 2025</p> <p>June 2025</p> <p>June 2025</p>	<p>March 2022 March 2022</p> <p>June 2022</p> <p>June 2022</p> <p>June 2022</p> <p>July 2022</p> <p>November 2022/2023</p> <p>June 2025</p>
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	<ul style="list-style-type: none"> • <u>Pillar five: Governance</u> • Implement new values based Aged Care Act • New Governance Legislation 		June 2025 March 2023	June 2025 March 2022
<ul style="list-style-type: none"> • Develop our spiritual and customer values in action to make what we do extraordinary 	<ul style="list-style-type: none"> • Monitor the outcomes of the Continuous Improvement process and accreditation status of the organisation. • Review a formal Customer Engagement Framework • Encourage the residents / families and staff to become involved in ways that assist the organisation 	Board & CEO	December 2022	June 2022
<ul style="list-style-type: none"> • Develop improved operating and business efficiencies through improved systems and processes 	<ul style="list-style-type: none"> • Monitor reports and outcomes of the various meetings provided to the Board for information or action. • Review a formal Digital Transformation Framework • Develop and meet KPIs 	Board & CEO	December 2022	June 2022
<ul style="list-style-type: none"> • Redevelop the older assets and amenities through the 27 Bridge Street, 30-year Master Planning process and staging plan. 	<ul style="list-style-type: none"> • Continue discussions with all stakeholders and further develop the decision-making process to achieve the construction of Stage Two of the 30-Year Master Plan. • Prepare a detailed Business Plan 	Board & CEO CEO	December 2022 March 2022	June 2022

<ul style="list-style-type: none"> • Diversify our services to provide access to all types of retirement and aged care options 	<ul style="list-style-type: none"> • When advised by the Department of Health (DoH) consider the options of how the Home Care business will operated. 	Board & CEO	December 2022	June 2022
<ul style="list-style-type: none"> • Achieve and continue to develop a caring and professional workforce 	<ul style="list-style-type: none"> • Define and monitor the workforce culture of the organisation • Monitor the workforce rostering outcomes • Monitor the annual workforce training plans • Develop employment methods to employ clinical staff to meet the roster requirements 	Board & CEO	December 2022	June 2022
<ul style="list-style-type: none"> • Evaluate opportunities to partner or merge with other retirement and aged services or related business 	<ul style="list-style-type: none"> • Consideration of mergers with other Lutheran organisations within the Barossa Valley Region • Enhance communication a Board Level with other Lutheran organisations & stakeholders • Encourage LCA staff to meet and tour TLH 	Board & CEO	December 2022	June 2022