

FOREWORD

This Plan represents the Strategic Road Map for the next step in Torbay's ongoing development and ultimate success and survival.

It is the overall planning tool which Torbay will use to guide and monitor our development, and the achievement of our desired future goals.

This Plan, provides clear Strategic Initiatives across all the key performance areas of Torbay's operations. To achieve these goals, we need to be disciplined in our approach whilst at the same time recognizing change brings not only challenges but also opportunities.

This Plan is designed to support the Board, Management, Staff, and Volunteers to continue to develop the Torbay through the processes of continuous improvement and organisational development, with the ultimate aim being to achieve our goal of "responsive lifestyle choices for older people

Currently we meet Aged Care Standards, but it is our desire to exceed these Standards and become recognised as one of the best examples of Regional Residential Aged Care Services

Malcolm Johnstone
CEO

01

FOCUS ON OUR FINANCIAL IMPERATIVES

Through the development of key financial indicators, robust monitoring of our financial performance and sourcing additional revenue options Torbay will be a viable organisation able to fund its current and future strategic initiatives.

02

DEVELOP OUR LEADERS AND WORKFORCE

Torbay 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.

03

BROADEN OUR IMPACT

We 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 Hervey Bay.

04

STRENGTHEN OUR OPERATIONS

Torbay 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.

05

ENHANCE OUR CARE AND SERVICE MODEL

Torbay's Cottage Model will guide the development of our future care services and accommodation options and ensure we are a 'customer' focused provider.



2021 - 2025

Strategic Plan



OUR VISION:

Responsive lifestyle choices for older people



OUR MISSION:

To support older Australians age positively by maintaining independence, dignity and individuality through the provision of quality accommodation, focused support services and lifestyle options



OUR PHILOSOPHY:

Torbay's philosophy is premised on going above and beyond in developing services, facilities, environments and our workforce, to enhance physical, cognitive and social wellbeing for our residents, and their advocates



OUR VALUES:

INTEGRITY
COMPASSION
RESPECT
INDEPENDENCE
CHOICE

