



MURRUMBURRAH- HARDEN FLEXIBLE CARE SERVICES INC.

STRATEGIC PLAN 2023 - 2026



Murrumburrah-Harden Flexible Care Service
Strategic Plan 2023-2026

Our Purpose	Our Values
<p>To enable people in our community to live independently and with dignity through flexible, supportive and personalised services.</p>	<ul style="list-style-type: none">• Community• Dignity• Independence• Trust• Excellence <p><i>Reviewed & adopted by Board of Directors 17/4/23</i></p>

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Who We Are	Our Services
<p>Murrumburrah-Harden Flexible Care Services Inc. (MHFCS) is not-for-profit local community organisation governed by a board. MHFCS provides valuable practical support services to people in our local community. MHFCS is funded by government grants, other income streams and client contributions for services provided.</p> <p>Whilst our focus is on older people, especially the frail, aged and those with disabilities, we also support younger people with disabilities or disadvantage.</p> <p>MHFCS helps local people by:</p> <ul style="list-style-type: none">• providing regular nutritious meals through a Meals on Wheels service.• assisting clients with personal care needs.• enabling respite care for family members or carers.• transporting clients to medical appointments, social outings, shopping etc.• maintaining yards and lawns as required.• Providing domestic care services.• organising social support activities group/individual.• loaning/hiring mobility other aids as required.• Provide brokerage service support to package clients. <p>In addition to waged staff, which includes; CEO, Care Manager, Meals Manager and Transport Manager our services relies heavily on volunteer workers, including carers, drivers, and board members to ensure efficient service operation.</p>	<p>MHFCS provides opportunities for people who are frail ages, those with and those with a disability to stay at home and remain independent for as long as possible.</p> <p>We strive to do this by providing a range of in-home and community services, and by providing support for carers.</p> <p>MHFCS provides a number of respite and support services.</p> <p>MHFCS provides a range of services to support clients in their home or within the community living. This includes any form of in home care; Personal Care, Social Supports, Meals, Domestic Care services and Community Transport.</p> <p>All services are designed to enable people to live independently for as long as possible and to maintain a healthy home environment.</p>

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Planning Process

29/04/19: Initial discussions re planning and setting of planning day date; venue at board meeting re new 3-year strategic plan 2019-2021.

03/05/19: Review and rewrite of Services Users Questionnaire.

15/05/19: Pre-planning Day workshop at library with three directors, liaising with service manager, and referenced to outside planning expert.

20/05/19: Development of Volunteers Survey.

27/05/19: Familiarisation of board with planning process and initial planning documents so far.

11/06/19: Planning afternoon for board directors and staff, 3-7 pm.

Mid -June: Input into planning by volunteers and clients via surveys, specific stakeholder meetings, anecdotal evidence and/or other means.

Late June: Collate information from volunteers and clients.

Early July: Board members flesh out remaining details of the 3 strategic directions agreed upon.

Mid July: Draft Strategic Plan to be completed.

28/07/19: Strategic Plan to be formally adopted at board meeting for dissemination to all stakeholders.

2021: phased approach to updating services policies.

Oct-Dec22: updated and adopt our Continuous Improvement Plan

9-13 Dec22: undertake Aged Care Quality Audit

13/2/23: Agenda item at Board meeting for review of plan, board members provided plan for review and updates.

13/3/23: discussed and updated Strategic Plan.

17/4/23: adopted 2023-2026 Strategic Plan.

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STRATEGIC DIRECTION
1
Our People and
Community

Purpose
Our staff and volunteers
are engaged in our
mission to understand,
appreciate, support and
empower our clients to
live their best lives.

STRATEGIC DIRECTION
2
Our Systems

Purpose
Our business systems
enable the longevity of
high quality service
delivery.

STRATEGIC DIRECTION
3
Our Services

Purpose
Our staff and volunteers
provide personalised
services that are
respectful of the needs
of the individual client.

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STRATEGIC DIRECTION 1: OUR PEOPLE and COMMUNITY

PURPOSE	GOALS	OUR STRATEGIES
<p>Why are we doing this?</p> <p>Our staff and volunteers are engaged in our mission to understand, appreciate, support and empower our clients to live their best lives.</p>	<p>What we want to achieve.</p> <p>Our staff and volunteers are highly engaged.</p> <p>Citizens in our community have access to the services they require.</p>	<p>How will we get there?</p> <p>Develop and clearly communicate operational plans to staff and volunteers.</p> <p>Reward and recognise staff and volunteer achievements and high performance.</p> <p>Embed a culture of safety awareness, ownership and wellbeing throughout the whole organisation.</p> <p>Maintain the range of services delivered in the local community.</p> <p>Employ staff and purchase goods and services in our local community.</p> <p>Adopt and maintain all regulatory compliance, KPI's in line with Departmental requirements</p>
<p>PEOPLE</p> <p>Who?</p> <p>Board</p> <p>CEO</p> <p>Staff</p> <p>Volunteers</p> <p>Clients</p>	<p>Our community is viable and resilient.</p>	<p>PRACTICES and MEASURES OF SUCCESS</p> <p>What we will do and how we will know when we get there.</p> <ul style="list-style-type: none"> ▪ Staff and Volunteer Engagement Survey ▪ Client Feedback System ▪ Recognition Program ▪ Service Profile ▪ Wage spend in local community ▪ Local spend on goods and services

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STRATEGIC DIRECTION 2: OUR SYSTEMS

PURPOSE	GOALS	OUR STRATEGIES
<p>Why are we doing this?</p> <p>Our business systems enable the longevity of high quality service delivery.</p>	<p>What we want to achieve.</p> <p>Our quality management ensures superior quality services exceeding customer expectations.</p> <p>Our business management ensures fidelity, excellence and sustainability in practice.</p>	<p>How will we get there?</p> <p>Continuous Improvement ensures highest quality services and responsiveness to customer feedback.</p> <p>Quality Assurance and auditing ensures we surpass standards required by our funders.</p> <p>Financial management ensures accountability, transparency and financial sustainability.</p> <p>HR, ICT, Marketing and Administration provide optimal back-office support.</p> <p>Corporate Governance and Risk Management ensure operational security, efficiency and fidelity.</p> <p>Asset management maximises benefits for stakeholders of facilities, fleet and resources.</p>
<p>PEOPLE</p>		
<p>Who?</p> <p>Board</p> <p>Manager</p> <p>Staff</p> <p>Volunteers</p> <p>Clients</p>	<p>Our infrastructure ensures efficient operations enabling effective service delivery.</p>	<p>PRACTICES and MEASURES OF SUCCESS</p> <p>What we will do and how we will know when we get there.</p> <ul style="list-style-type: none"> ▪ Client Satisfaction Survey ▪ Service Standards and Compliance ▪ Financial Audits ▪ Risk Management Strategy ▪ Asset Management Plans ▪ Regular Board & Staff Meetings

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STRATEGIC DIRECTION 3: OUR SERVICES

PURPOSE	GOALS	OUR STRATEGIES
<p>Why are we doing this?</p> <p>Our staff and volunteers provide personalised services that are respectful of the needs of the individual client.</p>	<p>What we want to achieve.</p> <p>Our clients receive, and enjoy superior quality services.</p> <p>Our clients are, and feel understood and appreciated.</p> <p>Our clients are, and feel supported and empowered.</p>	<p>How will we get there?</p> <p>Effective feedback systems provide evaluation of client experiences.</p> <p>Clients are supported to participate more fully in the community.</p> <p>A range of specialised services are offered to meet a diversity of needs and goals.</p> <p>Flexible and responsive services accommodate clients' changing needs and goals.</p> <p>Implement sound risk management practices to ensure clients with complex needs receive safe and appropriate support.</p>
PEOPLE		<p>PRACTICES and MEASURES of SUCCESS</p> <p>What we will do and how we will know when we get there.</p> <ul style="list-style-type: none"> ▪ Client feedback system ▪ Client satisfaction survey ▪ Service Evaluation System ▪ Risk and Incident Management Systems
<p>Who?</p> <p>Board</p> <p>CEO</p> <p>Staff</p> <p>Volunteers</p> <p>Clients</p>		