



STRATEGIC PLAN

2024 - 2027



God's Love In Action Through:

OUR VISION

People living their best life

OUR MISSION

Discovering life options with you

OUR VALUES

INTEGRITY

We will act fairly with honesty and transparency.

COMPASSION

We bring love and acceptance to all in our care.

DIGNITY

We value and respect all those in our care and each other.

EXCELLENCE

We strive to continuously improve so the people in our care can live their best life.



STRATEGIC PRIORITY

01

FOCUS ON OUR PEOPLE

Lutheran Aged Care will continue to invest in its people; Board, management, staff and volunteers, to develop a culture of support; to be known as a vital community owned organisation in which all surpluses go back into providing services

02

STRENGTHEN OUR PLACE IN THE COMMUNITY

We will strengthen our identity and increase engagement and connection with our key stakeholders and the broader community, to be recognised as a vital community owned and operated aged care and accommodation service in Albury and the region

03

ENSURE FINANCIAL SUSTAINABILITY

Through the development of key performance indicators, robust monitoring of all performance areas, and sourcing additional revenue options, Lutheran Aged Care will operate as a viable organisation able to fund its current and future strategic priorities

04

ENHANCING PRODUCTIVE PARTNERSHIPS

We will continue to pursue partnerships with key internal and external stakeholders to enhance the care and service options experience for our residents and clients

LEADERSHIP STATEMENT

As we embark on Lutheran Aged Care Albury's next Strategic Plan for 2024-2027, we reflect that every objective that we aimed for in our Strategic Plan from 2019-2024, has been achieved. We recall that that plan was daunting and indeed provided many challenges, a significant one being the COVID pandemic, which really changed everything for a time.

We give thanks for those achievements to our directors, managers and leaders, and our frontline staff who are the backbone of Lutheran Aged Care.

Looking to the future, again, the task is daunting, given the significant reforms in every area of the aged care sector, which have been implemented and must continue to be implemented over the next 3 years and on into the future.

We appreciate the challenge, but we are not faint hearted, we are confident and strong in the mission of Lutheran Aged Care, and we can rely on the evidence of many years of past achievement and supportive relationship with our community, within and external to the organisation.

The next 3 years will bring much excitement, adventure, and opportunity as we both reap the benefits of past achievements and build on those to meet the needs of those for whom we will provide care services with even more innovative solutions.

TIM MCINNES
BOARD CHAIR

WENDY ROCKS
MANAGING DIRECTOR

