



Murray*Haven***Homes**

STRATEGIC PLAN TO 2030

VISION | MISSION | VALUES

Barham is a community where people care for each other. This is especially true about our older residents. The Board believes that we should keep the management of our aged-care service local so that we are accountable to the local community.

Vision Murray Haven Homes will be a pre-eminent provider of regional aged care, be embedded in the local community and support ageing people to live a full life in the community while in care. Care will be a seamless mix of hospitality and clinical support that consistently targets the needs of each resident and their family and supporters.

Mission Murray Haven Homes will meet the needs and wishes of our ageing residents (clinical and lifestyle) within a high-quality residential care facility. We will also provide respite care as needed by our community.

Values Murray Haven Homes is committed to providing an exceptional aged care program for this community. To provide an exceptional service, the Board must attract skilled employees who are committed to its values. All decisions about the service, its management, its culture and its residents will be tested against traditional Murray Haven Homes' values.



OUR VALUES

Respect

- All staff are expected to treat residents with respect, maintaining individual dignity.
- All staff are expected to treat each other with respect.
- All staff acknowledge each role is equally important to Murray Haven's successful operation.

Empowerment

- All residents are empowered to lead a full life according to their wishes and capacity.
- Recognising different skills allows staff to work together in our resident's best interests.
- A great outcome in aged care is achieved only through team effort.
- Resident choice is to be offered and respected where possible, and restriction justified.

Integrity

- Honesty is expected of Directors and managers with each other and with team members.
- Managers and staff must always follow through on undertakings.

Innovation

- The world is constantly changing and regional aged-care facilities are directly impacted.
- Innovation is necessary to remain competitive with other providers.
- All levels management need to be open to change and look for ways to do things better.

Learning as You Work and Live

- Learning opportunities are offered to residents and staff.
- Staff are expected to participate in learning for their jobs.

Excellence in Care

- The pursuit of excellence is needed in all areas of Murray Haven Homes' service.



GOALS AND STRATEGIES

The Strategies employed against each Goal need to be measured and monitored at least annually for outcomes achieved, or not achieved, during the period of the Strategic Plan.

Goal One – Being an Exceptional Service Provider

Provision of an 'exceptional' service in our region. This can be defined in terms of Choice, Quality and Affordability.

Choice of service, choice of care level and choice in day-to-day details of life.

Quality is when care is provided by employees who feel part of a team who act together to provide the best level of care that can be offered to each resident. This means that Murray Haven Homes must have skilled staff who can assess need, plan care and respond with the best means available in providing services.

Affordability means that Murray Haven Homes' services will be supported both by mainstream government funding but also in funding directly through the local community.

The strategies to be employed are:

- Full-accreditation achievement.
- Registration of 'risk surveillance'.
- Employ skilled, qualified, and dedicated staff.
- Have a resident committee with regular meetings.
- Have a Continuous Improvement Plan and a Risk Register.
- Have a Resident Advocate.
- Keep up-to-date with technology with its ability to monitor health and well-being and to provide stimulation and learning for residents.

Goal Two – Community Engagement

Engagement with the Barham, Koondrook and surrounding communities in day-to-day activities, special events with in-kind and financial support.

The strategies to be employed are:

- Have an active Auxiliary Committee.
- Have visibility in local newspapers, community events.
- Have active volunteers for gardening, chauffeuring, lifestyle activities, etc.

Goal Three – Sound Governance and Administration

Murray Haven Homes needs to generate financial resources to offer 'excellence', to enable innovation in service delivery, provide for staff training and fund future development.

The strategies to be employed are:

- Have an annual budget providing a modest annual surplus and a Reserve Funds target.
- Have an administration which plans and delivers on the budget to achieve strategic goals.
- Have contracted partnerships with medical and health service providers.
- Have high quality administrative support which maximises face-to-face care.
- Review technology and options with plan to upgrade as necessary.
- Monitor availability of Government grant programs.
- Be aware of changing community expectations for services and accommodation styles.

Goal Four – Planning for the Future of Murray Haven Homes

The demographics of our community are changing. We have an increasing percentage of older persons living in our community, which will no doubt lead to an increased need for ‘at home’ and residential-based aged care. As an organisation, we will need to commence planning for these future needs and be ‘business case’ ready to take advantage of government grant opportunities and commence local fund raising as necessary.

The strategies to be employed are:

- Seek production of a background scoping document which highlights future probable care needs in our communities and which recommends a forward pathway. (started June 2025)
- Identify possible external expertise who can assist with our future planning.
- Monitor availability of Government capital grant programs.