

PRIORITIES

Strengthening Organisational Governance

To establish robust governance practices and oversight mechanisms, with the aim of promoting transparency and accountability in the provision of care, protecting the rights of residents, and ensuring that Lions Haven meets high standards of quality and safety.

OBJECTIVES

- Governance structures and process are fit for purpose and aligned with best practice and legislation.
- Our Risk Management Framework includes processes to identify and mitigate potential risks to consumers and to the organisation.
- Stakeholder engagement through diversified communication and networks enhances the daily lives of our residents.
- Service delivery maintains a focus on individual preferences, diversity and inclusion.
- The Lions Haven board and leadership team has the breadth and depth of skills and experience to meet the expectations of our stakeholders.
- Provider governance reforms are delivered.

ACTIONS

- Purpose, Strategy & Culture – review composition, set criteria and measures, and ongoing professional development for board.
- Governance, Structure, roles and relationships – Review constitution in light of new legislative changes, develop and monitor effectiveness of board sub-committees and ensure robust director induction.
- Monitor Risk and Compliance – by tightening processes and monitoring strategic risks, review risk appetite for organisation and OHS requirements.
- Stakeholder Engagement – develop strategic stakeholder engagement plan with overview of communication, community engagement, marketing, advocacy, education, stakeholder and services engagement.
- Continuously review policies to maintain a focus on individual preferences, diversity and inclusion.

Financial Sustainability & Ageing Infrastructure

Lions Haven continues to build and improve systems, processes and structures to expand financial capacity to ensure sustainability and maximise investment in our facility and services.

OBJECTIVES

- Prudent financial management and strategic investment in ageing infrastructure ensures Lions Haven has the necessary resources and technology to provide high quality care and support to our residents.
- Lions Haven is financially sustainable, we operate within our means and have a strong Balance Sheet.
- Enhance our capacity to plan and respond to changing requirements in a financially responsible and agile manner.

ACTIONS

- Develop a long-term financial sustainability plan that addresses the challenges of the aged care sector, including funding, workforce shortages, and changing demand patterns.
- Create a planned schedule for refurbishment and investment in ageing infrastructure.
- Explore opportunities for partnerships and collaborations to share resources and expertise.
- Invest in digital technology solutions that support our resource decisions and organisational accountability.
- We will strengthen our financial position by:
 - Increasing revenue from grants and philanthropy
 - Diversifying and maximising government funding
 - Create new stream of revenue via additional services.
 - Maximising Occupancy

Aged Care Reform Agenda

To provide high-quality, person-centered care and support to all Lions Haven residents in accordance with the principles of the aged care reform agenda.

OBJECTIVES

- Lions Haven has a leading role in shaping the future of the aged care sector.
- Lions Haven embraces and exceeds compliance and legislative changes.
- Lions Haven is actively engaged in and remains abreast of policy reform process through collaboration, participation in consultation and communication with key influencers in the sector.
- Lions Haven is a voice for the needs of our residents and the wider aged care community.
- Lions Haven services are aligned with the principles of the Aged Care Quality Standards.

ACTIONS

- Implement all relevant amendments and new clinical requirements and Aged Care Quality Standards.
- Participate in industry forums and events to share our experiences and insights with others.
- Improve clinical and care communication including introducing monthly care statements.
- Clinical workforce plan to exceed minimum standards of care above our target or 215 care minutes per resident per day by October 2024.
- Overall improvement in each pillar of the star rating.
- Ensure wage increase as per FWC is delivered to all relevant staff
- Support Staff through change management processes and engagement through change.
- Improve medical & health care access
- Ongoing improvement in dining excellence program embedding choice and dietetics support.
- Advocate for the needs of our residents and the wider aged care community.
- Increase focus on resident choice, control and dignity of risk in alignment with the Aged Care Quality Standards.