

Strategic Plan 2023-2027

Our Strategic Plan covers the period July 2023 to June 2027 and guides us to meet the changing needs across community Aged Care and Community Services, ensuring that we deliver the best quality of care to our clients. The wellbeing of our clients and staff is at the heart of every decision we make.

Our Vision

We will be an innovative and client focused, preferred provider of Aged Care and Community Services.

Our Purpose

Providing excellence in sustainable Aged Care and Community Services to meet the needs of the Communities we service. Our commitment to *"Live Your BEST Life"* is underpinned by our values which guide our decisions and actions.

Our Values

Key themes

- Recognising the importance of promoting best practice in Aged Care for our clients, their families and carers.
- Ensuring the safety and wellbeing of our workforce.
- Promoting and being inclusive and valuing diversity.
- Leveraging technology to transform service delivery.
- Building and having a reputation for excellence.
- Consider the environment in all relevant business decisions.
- Actively identify opportunities to reduce BRCG's environmental foot print.

Trusted

We are responsive and our clients have confidence in our systems and processes. We are open and honest about mistakes and errors so problems can be addressed and solutions can be found. We are sincere in all we do.



Reliable

We are aware of our clients' and colleagues' needs and we react appropriately in a timely manner. We are open to feedback and work collaboratively to address any issues that are raised. We listen.



Community Focused

We are aware of our responsibility to the community. We regularly work with members of the community and local businesses to ensure our services meet their needs and that the community have access to safe care.



Resilient

We adapt to change. We have positive attitudes about our work and are optimistic about the future. We always look for new and better ways of working so that we can be more productive and more efficient.



Supportive

We encourage our work colleagues and clients. We show kindness and empathy for the challenges and struggles they face. We understand that people thrive in an environment where they feel heard.



Risks to be managed

- Protection and integrity of our information, and maintaining data cybersecurity.
- Our capacity to meet growing demand from a growing ageing population.
- Our ability to continue to provide a high level of service under changing funding models.
- Employing and retaining highly skilled staff.
- Ability to introduce new and advanced technologies that better enable us to continue to provide best client centred care.
- Our ability to manage and protect our clients, staff and business from threats such as disease outbreaks, emerging natural events and disasters.

