



VASEY RSL CARE

# Together Tomorrow



**Strategic Plan** 2019 to 2021

# Our Vision

That veterans and war widows live with independence, control and dignity, feeling safe, valued and respected.



## Our Purpose

Serving Those  
Who Served



# Together Tomorrow

## Our Promises

### **Traditional Values:**

We honour our heritage and traditions.

### **Security:**

We strive always to provide you with safety, predictability, punctuality and attention to detail.

### **Care:**

We provide a person-centred approach to care.

### **Camaraderie:**

We welcome and accept you: we encourage you to connect and share.

### **Dignity:**

We foster respect, privacy and dignity for all.

### **Fulfillment:**

We do everything in our power to enable you to continue to live a life with meaning and purpose.

### **Quality:**

Our community deserves the best available care and we are committed to evidence-based, innovative practice that puts you at the centre.



# Our Strategic Pillars

## Those Who Have Served

The reason we are here is to serve those who have served our nation, directly in the line of duty, or indirectly as a dependent.

We support veterans, widows/widowers, and their families and associates.

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## The Broader Community

We offer a welcoming environment for all and honour the ethos of accepting all people in need.

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## Sustainability & Innovation

Our service delivery must be financially sustainable, built on systems and processes that promote quality, continuous improvement and accountability.

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## Connections & Partnerships

We will strengthen and develop partnerships with industry leaders, ex-service organisations and other groups with complementary goals.

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# Together Tomorrow

## Accommodation & Support

We provide for the accommodation, health care and support needs of the ex-service community, mindful of changing demographics and characteristics.

## Strong Governance

A skills-based Board of Governance is composed of experts with a clear vision and commitment.

## Reputation & Brand

We will build on our brand values to develop better awareness in our target community.

## People & Culture

Our workforce culture is positive with qualified, satisfied staff.



# Our Strategic Priorities

## 1. Our Model of Care Enables Future Success

Commission the development of a long-term sustainable service model that identifies and addresses the needs of the ex-service community in metropolitan and regional areas, be they young or aged, and ensure provision of support to their respective partners, carers and families.

Based on the service model, consider the strengthening of the Vasey RSL Care brand for the purpose of alignment with current and emerging ex-service community needs and expectations.

## 2. Efficient and Responsive Accommodation Access

Develop accessible, streamlined processes to respond to the accommodation needs of younger veterans and their families.

## 3. Your Voice, Our Direction

Actively engage with consumers and community members so that their voices inform the development, delivery and evaluation of care and services, including broader issues such as new directions.

## 4. Service Viability, Organisational Sustainability

Ensure that the organisation is financially viable and sustainable, thereby enabling future organisational strategies, projects and services to be funded and delivered. Proactively manage financial challenges, and externally benchmark where possible.

## 5. Excellent Care, Our Vision

Develop a model of care for residential services that supports the attainment of Excellent Care which is person-centred, safe, effective and connected (Vasey RSL Care community).

## 6. Aged Care Quality Standards, a Call to Action

Set up clear parameters on how the Board will monitor improvements to the quality and safety of care and services. Monitoring will ensure that services are delivered in accordance with legal and regulatory requirements, including the Aged Care Quality Standards and will fulfill the organisation's Vision.

# Together Tomorrow

## 7. Strategic, Mutually Beneficial Relationships

Strengthen existing and/or establish new mutually advantageous strategic relationships, be they alliances or partnerships of similar organisations where it would improve ex-service care and welfare.

## 8. Director Succession, Board Strength

Strengthen the Board's skills, knowledge and experience through a Board Succession Strategy, thereby enabling Directors to drive our Vision, our Promises and our Purpose through the various organisational strategies and projects.

## 9. Our Workforce, Our Future

Our workforce development plan will ensure that our leaders and workforce collaborate to achieve Excellent Care. It will enhance the capacity of our workforce and leaders and embed our person-centred approach to care. Our tag will be to "recruit for person-centred care and train for excellence". We will use our continuous improvement framework to embed innovative thinking and organisational support for new ideas and approaches.

## 10. Our Present and Our Future

Promote our brand and current and future services offerings, valuing our legacy and being open to new opportunities as the environment changes.

## 11. Celebrate Our Success

We will celebrate and promote our successes using them as learning opportunities and models for continuous improvement.



**Together  
Tomorrow**



**VASEY RSL CARE**

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