



## Mission

Inspired by the Vincentian spirit, Ozcare commits to supporting our clients to live their best lives through the provision of compassionate, professional and personalised, aged care, community and health services.

## In 5 years' time Ozcare will...

Be Queensland's leading provider of aged care, community and health services, caring for our community in both a financially and environmentally sustainable manner.

## Values



Integrity



Respect



Empathy



Compassion

## About this Vision

Ozcare is a leading not-for-profit organisation supporting Queenslanders with a comprehensive range of residential aged care, home care, retirement living, hospital, disability care, respite care, nursing, allied health and dementia advisory and support services. This vision outlines the strategic goals that Ozcare has identified to achieve our mission over 2022-2026.



## Our Services

## Aged Care Living

## Community Care

## Retirement Living

## Hospital

### Our Goals

To grow and further enhance our aged care facilities to meet the needs and expectations of our ageing population

- To deliver proactive, responsive & flexible residential aged care services driven by client need
- Ensure effective & timely two-way communication with clients to guarantee continuous improvement
- To enhance our knowledge & expertise in delivering palliative care, dementia care & complex clinical care
- Create home-like facilities that are relevant, fit for purpose & which exceed client expectations
- Open & commission Villa Rosalie in Newstead

Further develop and grow our services to support a greater number of older Australians and people living with a disability to live independently at home for longer

- Deliver personalised care & support services which exceed client & family member expectations
- Grow & strengthen our Home Care Package business by ensuring care is safe, timely and of the highest quality
- Raise our profile as a National Disability Insurance Scheme (NDIS) provider & increase the number of NDIS clients we support
- Increase the number of residents receiving community care services in our retirement villages

To strengthen our model of integrated aged care through co-locating retirement villages with aged care facilities and supporting village residents with community care services

- Deliver a continuum of care to retirees with VIP access to Ozcare services
- Support elderly women at risk of homelessness with independent living units
- Develop co-located retirement villages at Labrador (Parkwood Gardens), Mackay & Toowoomba
- Open & commission Stages 1 & 2 of Rendu Towers at Newstead

To integrate and grow the hospital's services to attract health specialists and meet the needs and expectations of the local community

- Fully integrate the hospital into Ozcare's operating models & systems
- Partner with patients & families to continually improve patient experience
- Grow service offerings for both the public & private sector
- Explore synergies between the hospital & other areas of Ozcare's service portfolio
- Raise the profile of the hospital in the local community & across health specialties

## Our People

Maintain high levels of employee engagement and the attraction and retention of staff through leadership development, career pathways, skills and capabilities development, employee recognition, and attractive employment conditions and working environments.

## Our Brand

Position Ozcare top of mind with older Australians and their family members as a trusted provider, offering the full continuum of care to support clients now and in the future.

*Feels like Home*