



FOREWORD

As the Chairman I look forward to continuing our journey with the leadership team to provide an environment at QCS where those valued older members of our community are treated with dignity and respect. I will continue to direct the board of QCS to embrace a culture that ensures our residents are provided with an environment that is safe, supportive and meets their needs.

We will do this by ensuring that our most valued resource, our employees, feel comfortable to engage with older people to deliver quality care, safely with dignity and respect.

We will provide the necessary oversight to ensure a process is in place to identify, manage and review risk towards an outcome that provides for continuous improvement. We will also work with the General Manager to source and retain competent and skilled personnel with the relevant qualifications to provide a quality service with support that is important for our residents health and wellbeing. The leadership team will be provided with the necessary resources to improve the experiences of residents both within and outside our facility.

We will provide an inclusive environment that allows our residents to maintain relationships and connections with their families and the community at large.

I look forward to working with all stakeholders to execute the Strategic Plan in order to realise the aspirations provided above and to ensure the long term financial viability of QCS.

Mike Lomax
Chair

OUR VISION

To provide our residents with quality care in an environment where they feel at home, safe and valued.

OUR MISSION

To exceed our residents' needs and expectations through well planned quality care, while ensuring we remain a financially stable community asset



OUR VALUES

Quirindi Care Services value

RESPECT
EMPATHY
EMPOWERMENT
EQUALITY

2023 - 2026

STRATEGIC PLAN



OUR WORKFORCE, OUR CULTURE, OUR PERFORMANCE

Quirindi Care Services will continue to invest in its people, developing our leaders and workforce in an environment of support and accountability. This will ensure the right people are in the right structures delivering on agreed strategic initiatives



EFFICIENT OPERATING SYSTEMS

Quirindi Care Services will have financial and operational systems that provide timely and accurate data, information and reports ensuring operations and assist staff to complete their work efficiently



FOCUS ON QUALITY CARE

Quirindi Care Services will provide high quality care services and accommodation options for our residents ensuring we are fully compliant and regularly exceed residents' and families' expectations.



DELIVER FINANCIAL SUSTAINABILITY

Quirindi Care Services will continue to invest in the upgrading of accommodation options and facilities while ensuring we remain a financially sustainable community owned organisation



ENGAGE OUR COMMUNITY

Quirindi Care Services' brand will be widely known and recognised as a committed community owned organisation supporting the ageing community of Quirindi with high quality care and accommodation options.

