



Clarence
Village

2024-2027 STRATEGIC PLAN





OUR VISION

A Clarence Valley where the aged
live in safety and with dignity



OUR MISSION

To build a community that cares
for the aged by providing a home,
connection and care



OUR VALUES

People first

Respect
We listen

Compassion
We help those
in need

Integrity
We do what's right,
not what's easy

OUR STRATEGY

Strategic Priority Areas	People		Place		Practice	
Our Strategic Goals Clarence Village will...	Be an employer of choice for value-driven staff	Proactively find, assist and collaborate with supporters of our mission	Buy, build and maintain assets that support our mission	Ensure our operations, assets and practices are fit for mission	Deliver efficient, compliant and high quality governance and management	Remain financially robust over the long-term
	Key Indicators	Key Indicators	Key Indicators	Key Indicators	Key Indicators	Key Indicators
	Industry beating satisfaction and turnover	Relationship network	Financial/ social return on investment	Resident satisfaction & vacancy rates	Benchmarks & audit	Long Term Financial Plan performance