



Strategic Plan

2020 and Beyond

'S/SU'

Sisu means that you finish what you start, you don't quit in the middle of a job, and you don't complain about the actions you need to take. Sisu is the heart of every Finn. It is who we are and our inspiration.

Service Innovation Spirit Unity

Strategic Planning is an integral responsibility of the Board within its governance practices. It is the purpose of strategic planning to provide organisational direction for the Board, our Members, Management and Staff.

1. Provide MEMBERS with an understanding of the areas of concentration for the next three to four years from which they can assess the progress and performance of the Board;
2. Provide the BOARD with a platform from which management delegations and policies are driven and KPIs are monitored;
3. Provide the MANAGEMENT with the organisational goals from which operational workplans, tasks and activities can be allocated and monitored; and
4. Provide the STAFF with a direction under which their delegated responsibilities and outcomes can be mapped.

The Future of **Finncare 2020 and Beyond** outlines the key Strategic Directions of the Board to ensure our sustainability as a provider of Community Care Services, and the strategies, activities and actions that the Management and Staff will undertake to achieve these directions.

While our strategies may change in accordance with internal and external influences, such as any further governmental changes in funding and standards, our Directions remain constant and fit with our Vision and Mission of the whole organisation.

If the past year has been one of building our capacity, then the next 5 years will be ones of creating new opportunities for us to better serve and care for our communities.

You will already be seeing some results from our planning as our General Manager and her team tirelessly work to ensure our organisation's future is as strong as our past.

We are all a partner in this process. Your feedback and ideas are always welcome, and we look forward to receiving any input you may have throughout this exciting, new journey.

Yours truly,



Dr Hannele Nupponen

President

Australian Finnish Rest Home Association Inc.

The Future of FinnCare

The Commonwealth Government's Living Longer Living Better reforms initiated in 2014 are now well underway, and AFRHA's current funding model under HACC and CHSP will be transitioned to the new Client Directed Care packages (CDC) by the end of 2018.

Under this new model, clients will have greater choice of the type of care they receive within their home, in their community or as residents of aged care facilities.

At the same time, we are seeing a significant shift in the support needs of our aged Finnish community. As second and third generations of Finnish people continue to enjoy the Australian lifestyle, demand for AFRHA to meet the unique cultural and linguistic needs of our elderly, is diminishing.

To AFRHA, this is an opportunity to open our doors and introduce the broader community to our unique culture and the world leading care solutions that **FinnCare** can offer.

Our Vision

Our vision is of a community where we can celebrate our culture through care-giving to others.

Visiomme on yhteisö, jossa voimme arvostaa kultuuriamme huolehtimalla muista.

Our Mission

Our mission is to continue to unite our unique culture with world leading care solutions for the benefit of all generations in our local and cultural communities.

Missiomme on jatkaa ainutlaatuisen suomalaisen kulttuurimme yhdistämistä maailman parhaisiin hoitoratkaisuihin tuottaaksemme hyötyä paikalliselle yhteisölle ja kulttuurille.

Our Direction and Goals – SISU

Service

Maintain and enhance a care service that comprehensively meets the changing needs of our communities.

- Revitalise our traditional residential services by providing alternate short-term support options such as restorative care that meets emerging market demand and maximises occupancy within our aged care facility.
- Reposition our secure dementia ward as one of Memory Support to better reflect the true purpose of care in this facility.
- Introduce a broader range of therapies that support innovative aged care solutions.
- Expand our in-home services to areas such as catering, nursing and allied health services to maximise our opportunities to support our local community.
- Provide culturally sensitive palliative care support to individuals and families both in-home and on site.
- Establish the demand amongst our local and cultural community to create an intergenerational model of care that supports all people of all ages in health and wellbeing.
- Create an Organisational Structure that reflects the multidisciplinary functions of AFRHA and FinnCare, and incorporates our vision of the future.

Innovation

Embrace new ideas in care services to maintain our unique standing within our industry and communities.

- Leverage our current infrastructure and assets to develop an Assisted Living & Retirement model, which better reflects the current and future position of aged care services in Australia.
- Establish a Volunteer & Mentoring Program to support our cultural and care initiatives, and that attracts, monitors, grows and rewards our volunteers across all areas of service, recognising their value and importance throughout our community.
- Develop local training partnerships with universities, health and wellbeing colleges and registered training organisations.

Spirit

Recognise the value of our staff and continue to invest in their development. Recognise our members, their contributions and perseverance while always seeking opportunities to welcome new people into our community.

- Become an Employer of Choice within our community through investment in our current staff's skills and ambitions, and be recognised as this, both internally and externally.
- Increase the number of Finnish speaking carers and nurses working within FinnCare services.
- Continue to leverage and develop the skills and networks of our Board, and assess the benefits of these as part of our continuous improvement and performance framework every 3 years.
- Consult with our members, residents, staff and community through more effective communications that can share information, opinions and ideas in a constructive and pro-active manner.
- Create an Australian-Finnish internship program that welcomes Finnish graduate students from health and wellbeing disciplines and encourages the exchange of culture and care within our communities.

Unity

"Kulttuuri Keskus"

Create a hub of care and cultural excellence where care and culture are united, and everyone is welcome to enjoy the Australian-Finnish way.

- Expand our trading and cultural services to generate independent income that can fund growth and innovation.
- Create a cultural immersion program for Finnish families currently living in Australia to preserve our heritage for future generations.
- Expand our relationships with other Finnish organisations to promote the exchange of ideas.
- Become a true national organisation that represent our entire member base living across Australia.

FinnCare will continue to unite our unique culture with world leading care solutions.



Operational Strategies 2017 – 2020

Aged Care

1. Remodel the existing Birch Dementia Wing from 15 beds to a 32 bed Memory Support Unit, specialising in dementia care.
Create a Donation/Bequest campaign to assist with funding of the upgrade.
2. Establish Pine Wing as a specific Palliative Care wing
3. Establish Spruce Wing as a Short Term Restorative Care/Respite Wing
4. Apply for additional Bed licence to achieve a better financial aged care model of a 60 bed facility.

Home Support

1. Apply for Short Term Restorative Care Funding (initially 2 places, to increase with each funding round). Utilise the aged care room from Spruce or Guest House.
2. Through restorative care, align our gym program with the new government directive of Wellness and Reablement.
3. Establish a Private Home Care Service for all clients and residents to meet high demand
4. Assist all current Community Home Support Programme (CHSP) clients to transfer their funding to Client Directed Care packages (CDC) – 20 clients by June 2017, 60 by June 2018, 80 by Dec 2018
5. Establish a market for respite/short term stay within our residential village, with a focus on social inclusion. This could include a Short Term Holiday for broader Finnish community who would like to receive a service type apartment style model.

Trading Operations

Establish three events each year to promote **Finnicare**, FinnGym and Poro Café, and to raise funds towards our Care Services

1. Finnish Cultural Event – showcasing Finnish Music
– launching in October 2016
2. Health Expo – to be launched in early 2017
3. Arts & Crafts event – to be launched in mid 2017

Each event would utilise the Care and Community Hub with the sales from baked goods and Poro Café products as the focus.



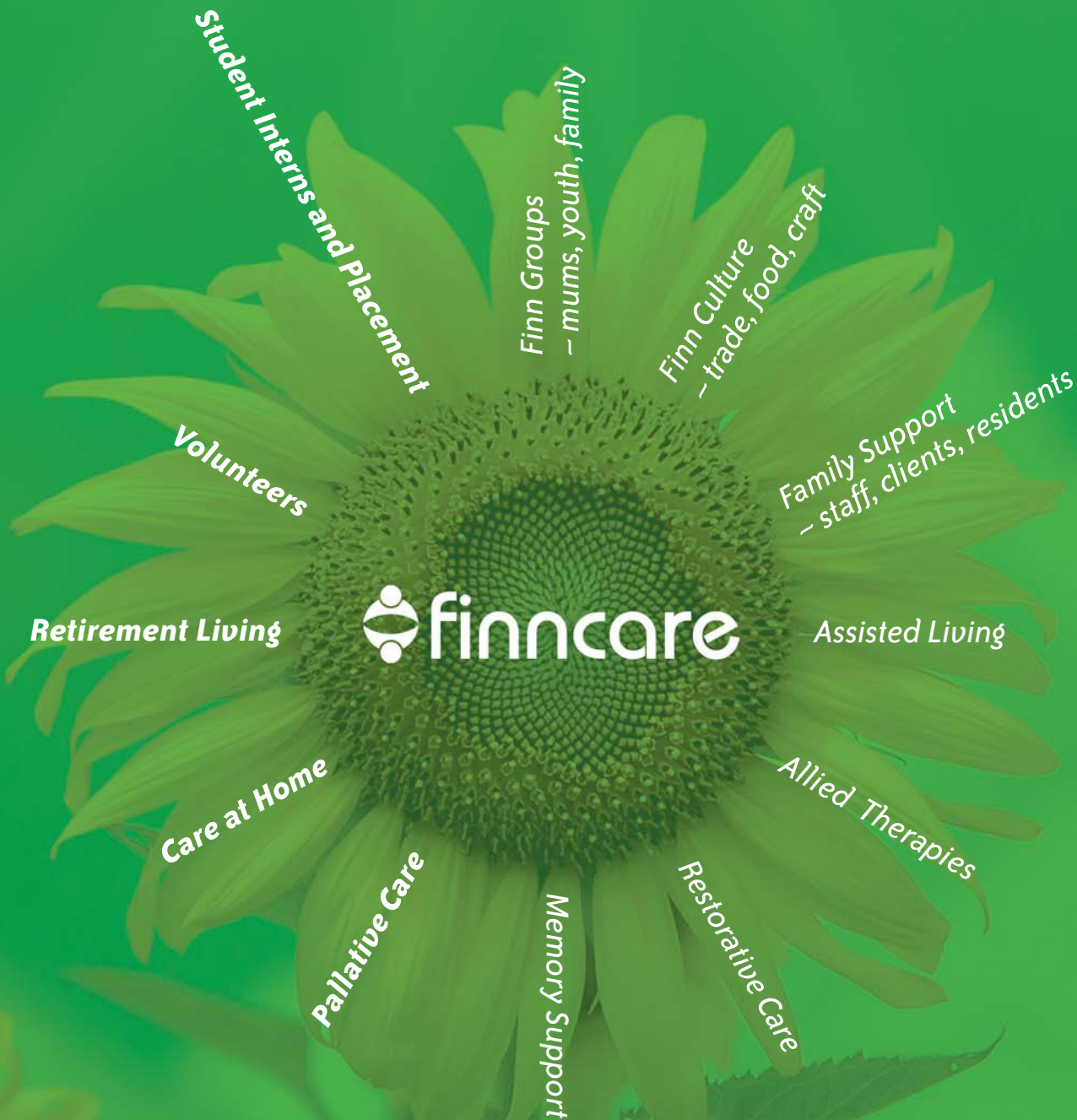
FinnCare provides innovative residential and in-home care services to our local Finnish and Australian communities.

At the heart of our service is our Care and Culture Hub, where people have access to general aged care, memory support, restorative care, wellbeing and lifestyle activities and therapies based on the world's latest care solutions.

This Hub also a Centre of Excellence where all people can experience the Finnish food, culture, language and heritage.

We are fiercely proud of our heritage, history in Australia, and the determination of our members to establish who we are today.

2020 and Beyond





www.finncare.org.au

Contact us...

Telephone 07 3829 4800

Facsimile 07 3829 4899

Email info@finncare.org.au

343 Cleveland Redland Bay Road
Thornlands Queensland 4164