



STRATEGIC OBJECTIVES

FOCUS Connect is a registered not-for-profit charity dedicated to supporting an inclusive community. We provide essential services and foster connections for individuals, families, older adults and culturally and linguistically diverse (CALD) individuals and families.



CUSTOMER

- Enhance client satisfaction and engagement.
- Expand service offerings to meet diverse community needs.
- Strengthen relationships with key stakeholders and partners.

ACCOMPLISH

- Execute strategic initiatives efficiently and effectively.
- Foster a culture of continuous improvement and innovation.
- Ensure compliance with regulatory requirements and standards.

SUCCESS

- Achieve financial sustainability and operational efficiency.
- Build a high-performing, client-centric workforce.
- Maintain a reputation for excellence and reliability in the community.



OUR AGED CARE SERVICES: TRANSFORM FOR REFORM

OUR COMMUNITY SERVICES: ESTABLISH FOOTPRINT AS A CRITICAL SERVICE PROVIDER

OUR PEOPLE AND CULTURE: EMPLOYER OF CHOICE

OUR SUSTAINABILITY



Transform into a
Competitive Aged Care
fee-for-service
Business

Recognition of
Excellence in a
Competitive Market

Enlarge Footprint by
Provision of Vital
Services for
Community Support in
the Macarthur region

Workforce - Attract
Top-tier Talent through
Innovative
Recruitment Strategies

Culture - Foster and
Promote a Culture of
Collaboration and
Excellence

Financial Stability,
Efficiency and
Profitability

Minimise our
Environmental
Footprint Across all
Aspects of our Business



Compliance with
the New Aged
Care Act and
Standards

Engaged,
Well-trained and
Client-centric
Workforce

Provision of
Relevant
Community Valued
Services

Systems -
Implementation of
Systems which
Automate and
Streamline Processes

Foster and Enhance
Employee Wellbeing

Implement
Seamlessly
Inter-operable
IT Systems and
Processes

Ensure
Excellence
through
Rigorous
Quality Control
Measures

Strengthen
Organisational
Governance
and Oversight

This strategic plan outlines the key objectives and initiatives that will guide FOCUS Connect over the next 3 to 5 years, ensuring we continue to provide high-quality, relevant, and accessible services to our community.