

# Strategic Plan 2024 – 2027

We strive to achieve this Strategic Plan by embracing innovation and daring to be different.

## FIVE PILLARS

The following five pillars will support Karuna in achieving its strategic priorities:



### 1. GROWTH AND SUSTAINABILITY

Design and implement diversified service model of care that supports the community's needs.

Enables diversified revenue stream.



### 2. INNOVATION AND TECHNOLOGY

Explore new service delivery concepts to improve quality, safety, outcomes, efficiencies and costs.

Lends itself to broader geographical catchment areas via telehealth services and Virtual Remote Monitoring supports.

Supports partnerships with new values aligned entities outside the traditional professional network.



### 3. PEOPLE AND CULTURE

As a service provider, best practice workforce planning to augment our service delivery with best practice people and culture activities.

Integrate new values program to strengthen organisational culture, diversity and inclusion.



### 4. CORPORATE SYSTEMS, QUALITY AND GOVERNANCE

Governance and accreditation to support best practice and new initiatives.

Responsible financial management systems.



### 5. BRAND BUILDING AND COMMUNITY ENGAGEMENT

Expand awareness of Karuna's service model and delivery.

Strengthens Karuna's identity in the community – existing and new.



### VISION

A world where people with life limiting illness live well and die peacefully.



### PURPOSE

Supporting people affected by life limiting illness to receive person-centred care in their place of choice.



### VALUES

How we think: **Humility.**

How we act: **Kindness.**

How we relate: **Respect.**

How we find meaning: **Courage.**



### VALUE PROPOSITION

Person-centric service model that delivers choice, independence and quality of life when faced with a life limiting illness, guided by Buddhist principles.



**karuna**

dedicated holistic support

*compassionate care*