

Allcare services

Our plan on a page



Our mission & vision

Mission

To facilitate quality, affordable, innovative, efficient and personalised in-home care services.

Vision

A new way of delivering quality in-home care services, underpinned by innovative technologies.



Target Outcomes

Target 1: Financial Sustainability

We meet our financial and operational commitments today, and in the future.

Target 2: Optimal Outcomes for Our Customers

We are the organisation of choice for in-home care services, and deliver optimal customer outcomes. Always.

Target 3: Client-centric Experiences. Always.

We place our clients at the core of everything that we do. Delivering for our customers is part of our DNA.



Customer Pillars

Customer Pillar 1: Dependable

We find out what makes a difference in the lives of our clients, and make sure that we deliver on that expectation.

Customer Pillar 2: Personalised

We get to know our clients and what is important to them. We are flexible and take the time to truly understand the individualised needs and wants of our clients.

Customer Pillar 3: Innovative

We listen to the ideas of others, and always look to stretch the envelope in the pursuit of new ideas that help deliver excellence.

Customer Pillar 4: Respectful

Our trained staff respect, empower and support our clients to live connected lives while embracing differences.

Customer Pillar 5: Collaborative

We recognise that collaborative relationships with all stakeholders are fundamental to achieving quality outcomes for our clients and that community partnerships that are based on active communication, consultation and collaboration are essential.



Enablers

Enabler 1: Organisation Culture & People

We empower our people to lead and sustain the evolution of Allcare as an organisation.

Enabler 2: Data and Analytics

We have a sophisticated understanding of our customers and our business, enabling enhanced decision-making and continuous improvement of performance.

Enabler 3: Partner Management

We have a robust and coordinated partnering approach and we proactively manage partner performance in delivering optimal outcomes for our customers.

Enabler 4: Technology

We have a centralised technology backbone that enables a seamless customer experience and efficient operation.

Enabler 5: Community Partnership

We create social value by engaging, collaborating and empowering our community to address social issues that make a meaningful difference in people's lives.