

Burmese Community Development Collaboration



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1. Burmese Community Development Collaboration (BCDC)

a. Acknowledgement of Country

BCDC acknowledges that we are living and working on Aboriginal land Eora Nation. We recognise Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and their rich contributions.

We would like to acknowledge all the traditional owners of the land and pay respect to Aboriginal Elders past and present.

b. Our Vision Statement

Building a world where all communities have full access to quality aged care, health, and educational services.

c. Our Mission

The Burmese Community Development Collaboration (BCDC) is a not-for-profit organisation. We are committed to harness and leverage the collective skills, knowledge, and resources of individuals and organizations from across the diverse sectors, both public and private- Government, NGOs, and academic sectors to improve the wellbeing in the communities – both in Australia and Burma. We achieve this mission by researching, piloting, and promoting collaborative and innovative approaches to community development.

Due to the military coup in Feb 2021 and ongoing escalating violence conflict and civil war, we are also committed to assist the newly arrived Myanmar refugees, who have fled Myanmar (Burma), and provide the needed settlement services. We work with partners from across various sectors to make a difference and achieve this mission.



To provide high quality aged care services in NSW by providing person centred quality care in a therapeutic environment for residents and clients



To provide funding/educational support for disadvantaged communities in Australia and overseas.



To provide effective refugee settlement assistance for new Burmese refugees in Australia.

d. Our Values

We have developed a set of values that are at the core of everything we do in BCDC.

Collaboration & Teamwork



We work together to deliver high quality, individual and person-centred services. We support each other and assist in providing services specific to each resident/client. We strive to create a fun atmosphere where work is enjoyed and celebrate special occasions together.

Transparency



Being honest, transparent, and upfront in our working relationships with our team, colleagues and all other stakeholders and practising accountability at by being open about information and decisions

Respect:



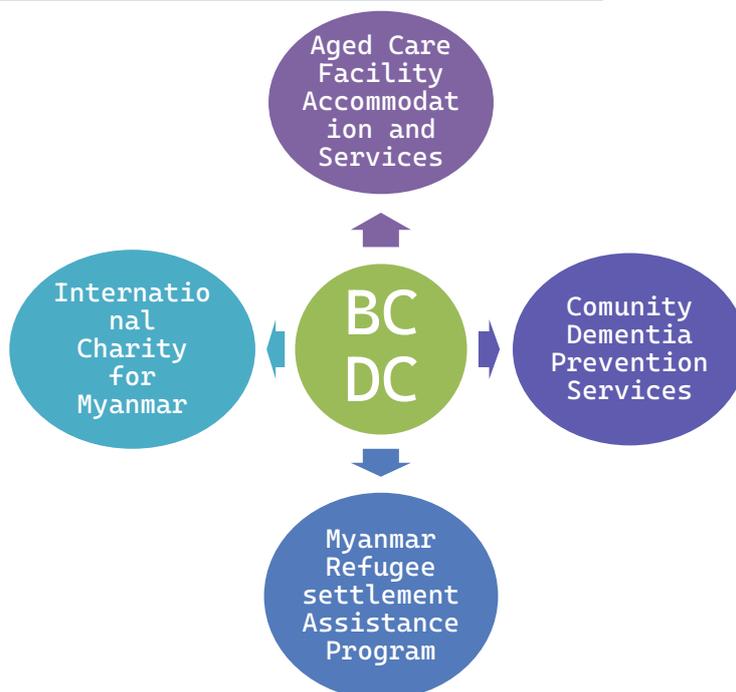
We respect our clients/residents, our community, family representatives and each other. We treat each other with respect and take pride in what we do. We respect our clients/residents, their culturally diverse needs, values, culture, and lifestyle choices. We respect our staff, value their commitment and support to the organisation and invest in future aspirations.

Generosity, Empowerment:



Feeling supported to speak up and contribute as a team, and as individuals, to provide effective services that support BCDC in the delivery of person-centred care for residents and in the delivery of much needed aids for communities in violence conflict areas in Myanmar

2. Our current services and Future Aspirations



BCDC Services

Forward

a. Increasing Aged Care Facility Accommodation Capacity and Aged Care Community Services

The aged care sector is facing increased scrutiny into aged care quality and safety, and we have been challenged to look at our services and consider if we are providing the best possible care to people as they age. The aged care sector has undergone significant reforms in the last five years and further reforms will be implemented by the Commonwealth government over the next five years.

We are preparing for proposed changes and will ensure that our operational and financial model is flexible enough to accommodate future changes. We are also aware of the current and imminent pressures on attracting and retaining a skilled workforce and will ensure that we have suitable plans, partnerships, and programs in place to deliver a stable and sustainable workforce.

To make our vision a reality BCDC is investing considerable time and resources to ensure it remains a provider of choice and continues to support the residents and clients in every way possible, irrespective of their needs or circumstances.

We are committed to improving the well-being of the community and dedicate our services. In order to respond to the needs of the community, BCDC will focus on:

b. Community Dementia Prevention Services

- Twenty-four-hour care delivered by registered & enrolled nurses and personal care workers at the BCDC aged care facility in Merrylands, NSW.
- Providing an identified critical need support to the Myanmar Seniors community through an Aged Care Provider Service (MCCS).
- Capacity building initiatives to increase community participation in community activities, including the capacity of seniors to connect with friends and other community members through a free monthly meeting service focusing on dementia prevention and weekly Seniors Day Care programme at Lidcombe Community Centre.

c. Myanmar Refugee Settlement Assistance Programs& Cross-Cultural Collaborations

- Humanitarian aid fund raising campaigns.
- Providing offshore Refugee and special humanitarian proposal sponsorship form 681 to those who wish to apply for humanitarian classes 200, 201, 203 &204
- Providing settlement community support services for Burmese Refugees in Australia

d. International Charity for Myanmar

- Providing funding and support for the employees of government departments and private business firms were taking part in the "Civil Disobedience Movement [CDM] against the Myanmar military coup since Feb 2021
- Providing educational & vocational training and disaster relief to communities in Myanmar

New BCDC Aged Care Centre Location

LOCALITY

The property is located at 124 Paton Street, Merrylands West within Western Sydney. Situated near the junction of Paton Street and Cumberland Road, a significant arterial road connecting residents north to the M4 Motorway. The RACF is approximately 5.5 km to Parramatta Commercial Precinct and 28 kilometres* West of the Sydney CBD. The surrounding development is predominately low density residential in nature, and the facility is bound to the north by Central Gardens Nature Reserve. The facility is located approximately 3km west of the Stocklands Merrylands shopping centre, a significant shopping centre with anchor tenants including Big W, Coles, Aldi and Woolworths.

FACILITY	NAME	DISTANCE (APPROX)
Major Road	Cumberland Highway	100m
Transport	Bus Stop	50m
Medical Centre	Greystanes Family Medical Centre	950m
Hospital	Westmead Private/Public	4.2km
Supermarket	Stockland Aldi, Wolworths, Coles	2.6km
Commercial Precinct	Parramatta CBD	5.7km

*Approximately



It is the first BCDC's nursing home in New South Wales.

The nursing home will great benefits to the Burmese Community, providing a much-needed service to the elderly population in the community.

BCDC recognises that growth in quality and standards is as important as growth in size. We are determined to provide the best quality of services and models of to meet our residents' needs.

4. Roadmap 2022 to 2025

We are proud of the services which we provide in the community in which we operate. Like all service providers we want to look to the future and look for opportunities to do better.

This Strategic Plan outlines where BCDC will focus its attention for the next four years. This will be a guide to the priority areas where we will focus our attention and will be reviewed regularly by our staff and the governing board.

In preparing the Strategic Plan, we have taken into consideration the Australian Department of Health's initiatives, programs, aged care reforms and generational plan for aged care from 2021-2025. Considering these major external factors and our current internal position, the new plan will focus on:

Goal 1: Safety and Quality

Goal 2: People and Culture

Goal 3: Customers and Services

Goal 4: Growth and Financial Sustainability

Goal 5: Governance and Risk

Goal 6: Prepare for future changes to the aged care sector

Goal 7: Capital and Asset Management and Future Proofing

Goal 8: International Aids for Myanmar

Goal 9: Humanitarian Crisis Relief

1. Strategic Goals

Goal	Strategic Statement	Priority Activities
<p>1: Safety and Quality</p> 	<p>To provide safe, high quality aged care to all residents/clients and to ensure the safety of everyone in our facility.</p> <p>To deliver excellence in all our services.</p>	<ul style="list-style-type: none"> • Meet and exceed Quality Care Standards • Undertake reviews of all incidents in a timely manner • Provide monthly updates to all staff on incident reviews and share lessons learned • Develop policies and procedures and guidelines that focus on the provision of high-quality safe care • Develop our workforce culture so that it is sustainable • Continue to investment in the development of the workforce, management, staff, the board and volunteers in an environment of support and accountability, ensuring the right structures with the right people • Provide ongoing training and up-skilling of staff
<p>2: People and Culture</p> 	<p>Have the right staff and volunteers recruited, trained, supported, and retained, in the right numbers and with the right skills</p> <p>Continue high staff retention</p>	<ul style="list-style-type: none"> • Recruit the right mix of people with expertise in business, management, and aged care • Target priority professional skills such as registered nurses, allied health, and nursing assistants • Strengthen HR and staff education systems • Develop leaders including facility and program managers • Expand opportunities for volunteering • Assist with the introduction of new models of care and the use of assistive technology to reduce labour • Continue to employ staff with linguistic skills and cultural awareness pertaining to people from diverse communities and LGBTI backgrounds •

Goal	Strategic Statement	Priority Activities
<p>3: Customers and Services</p> 	<p>Develop our customer strategy to ensure that current and future residents/clients and their families' needs are being met.</p> <p>To maintain high quality of service after nursing home acquisition by achieving smooth transition of management</p>	<ul style="list-style-type: none"> • Develop and implement a Workforce Development Plan that addresses current and emerging workforce groups (skills, capacity, availability) staff and volunteer attraction and retention strategies, training, and development • Incorporate organisational values into staff training, communication, and development programs • Improve client communication and information and capture mechanisms to: • Improve the quality and consistency of information available to help clients to make choices about care and services they need and to provide a pathway to match services to clients needs and: • Ensure that clients' needs are understood and met in a timely manner and to a service delivery level that delivers according to our values • Develop and build relationships with key stakeholders to ensure that clients' needs are met, including allied health, transport and other community care organisations and service providers
<p>4: Growth and Financial Sustainability</p> 	<p>Grow and diversify our services via expansion and have the right finances to achieve our goals.</p> <p>Maintaining proper financial risk management and planning</p>	<ul style="list-style-type: none"> • Grow and diversify BCDC's residential services through a planned service growth strategy (Residential and Community Service) • Refresh existing services • Identify other opportunities for business development, partnerships, or expansion (home support growth funding etc.) • Identify and implement new service models • Develop and implement BCDC's marketing plan including social media strategy • Increase our brand awareness in key target client markets and with key stakeholders and influences • Continue to strengthen our profile at a local, state, and national level • Develop a five-year financial plan for BCDC including careful cash flow management and new developments • Ensure a rigorous focus on service viability and competitiveness • Increase service capacity for new residents via renovation planning.

Goal	Strategic Statement	Priority Activities
<p>5: Governance and Risk</p> 	<p>To develop/review the Board Charter that establishes the right skill mix required and demonstrates the way Clinical Governance is addressed, meets legislative requirements and supports our future growth.</p> <p>To develop solid professional relationships among company's stakeholders</p>	<ul style="list-style-type: none"> • Develop a board skills matrix that supports best practice governance outcomes and provides strategic leadership and support to the organisation in line with growth strategies • Ensure that the board executive understand their responsibilities with respect to clinical governance and have a clear process for monitoring management oversight and execution of clinical systems, policies, and procedures • Review and update the constitution to reflect future branding changes and any changes required to facilitate future growth plans and a general review in line with current best practice and legislative requirements • Develop a board performance evaluation framework and board member training program • Develop a strategic risk register that highlights significant risks that could impair BCDC's availability to continue operating •
<p>6: Governance for future changes to the Aged Care Sector</p> 	<p>To be well prepared to manage the impacts of and capitalise on continued sector reform including legislative, regulatory, and funding model changes.</p>	<ul style="list-style-type: none"> • Continue to provide sustainable quality services for a growing and diverse cohort of seniors. • Build on opportunities arising out of reform and changing consumer expectations • Maximise referrals from "My Aged Care" website and from identified key influences • Continue to monitor, prepare for and implement changes as required to meet changing legislation, regulatory and funding requirements flowing from the ongoing Aged Care Reform process and the Royal Commission recommendations

Goal	Strategic Statement	Priority Activities
<p>7: Capital and Asset Management and Future Proofing</p> 	<p>To safeguard our assets including physical assets and employees by implementing appropriate asset management strategies and appropriate financial resources for those assets</p>	<p>Maintain an active asset management and maintenance strategy</p> <ul style="list-style-type: none"> • Modify the existing facility that follow the government guidelines including Seniors Housing Guidelines and NSW Health Facility Planning guidelines • Review management of operation capabilities and maintenance activities to ensure we are obtaining the best value for resources • Ensure responsibilities for asset management are identified and incorporated into staff position descriptions • Report our financial position at fair value in accordance with Australian Accounting standards and company’s financial sustainability performance in Annual Reports
<p>8. International Aids for Myanmar</p> 	<p>To continue to provide much needed aids to communities in Myanmar who are affected by ongoing violent conflict</p>	<ul style="list-style-type: none"> • Organise fundraising Campaigns in NSW collaborating with other fundraising groups and charity organization. • Collect and distribute the donation to the communities in Myanmar for the essential needs including the internally displaced people • Deliver the online vocational training to NFE students of Hope for Shining Stars
<p>9. Humanitarian Crisis</p> 	<p>To provide effective refugee settlement assistance for new Burmese refugees in Australia</p>	<ul style="list-style-type: none"> • Conduct regular workshops for orientation to the life in Australia ranging from daily life to accessing/enrolling/participation in English programs • Accessing other available free settle services • Finding employment in various short term and long-term career goals development in collaboration with the asylum seekers and co-design their long term career paths • Social and workplace cultural education to manage expectations since asylum seekers can come from wide range of diverse skillsets and professional backgrounds • Proving connections/links with established Burmese communities for information access and support and helping migrants to learn more about wide range of local services.

