

Strategic Plan 2026–2030

Mission

To provide compassionate, dignified, end-of-life care, and to support families and bereaved members of the community in a safe, comfortable, and home-like environment.

Strategic Objectives

Provide Quality Care for our Community



1. Lead compassionate, high-quality and inclusive Palliative and End-of-life care through personalised and equitable services for all.
2. Strong care pathways and education to ensure guests, families and community receive timely bereavement support.
3. Work with health care partners to enable early access to Ipswich Hospice improving end-of-life outcomes through comfort, dignity and quality of life
4. Provide educational enhancement and research opportunities for staff and volunteers.
5. Maintain compliance with regulatory standards

Build Resilience and Sustainability



1. Strengthen partnerships with all key stakeholders and seek new corporate partnership opportunities.
2. Develop and support a skilled, resilient workforce through investment.
3. Diversify and strengthen funding sources (grants, bequests, business partnerships, workplace giving) while remaining agile to respond to changing needs in the community.
4. Prioritise staff and volunteer recruitment & succession.
5. Enhance governance and succession planning
6. Leverage technology for operational efficiency

Strengthening Community Engagement and Partnerships



1. Strengthen engagement with the Ipswich community and local businesses
2. Seek new community partnership opportunities.
3. Increase awareness and visibility of hospice services.
4. Foster relationships with existing major donors and philanthropic partners.

Strategies

Measures

1. Guest, family and client satisfaction scores
2. Reduction in grief & bereavement waiting list & cancellations
3. Reduction in number of guests transferred to Hospice in a terminal phase
4. Number of staff and volunteers participating in ongoing education and research
5. Compliance audit results and accreditation status

1. Inclusion of community representatives in all committee meetings. Number of new corporate partnerships developed.
2. Staff retention rates and educational opportunities utilised.
3. Funding secured for existing programs. Number of new funding streams secured (e.g., grants, partnerships, workplace giving organisations).
4. Staff and volunteer retention rates.
5. Succession planning processes for staff and board.
6. Identification and implementation of new technology systems and process improvements.

1. Active community engagement plan.
2. Increase in number of new community partnerships.
3. Growth in community awareness (measured by surveys, event attendance, media mentions). Increased engagement with Indigenous community groups and Indigenous events. Feedback from the community remains positive.
4. Baseline and growth in major donor contributions.