



Business Plan – 2021/2022
Vision, Mission, Values & Business Culture

Our Vision

Wilgers is the preferred retirement destination for people with a desire to live in a safe, secure, and peaceful environment with excellent social, nurturing and health care.

Mission Statement

Offering a retirement village of excellence, catering for the current and future needs of all the residents, promoting an active lifestyle and best frail care.

Values : *"principles or standards of behaviour"*

- 1) **Integrity**: We consistently act in a manner that promotes trust, dependability and honesty; do what we say and say what we do; deliver on our promises
- 2) **Excellence**: We passionately strive to exceed expectations and to be the best in whatever we do.
- 3) **Empathy**: ability to understand and share the feelings of another

Our Business Culture - “The way we do things”

take ownership to achieve the desired results		We listen to our residents and owners	
take proactive action to solve problems		We ensure good financial health of the WRV	
We treat people with respect		We strive for excellence	
We deliver on our promises		work together as a team	
We run a well organised business		We keep people updated	