Social Impact – Materiality Matrix

IMPORTANCE TO STAKEHOLDERS

High

Medium

BUSSINESS IMPACT

Medium

High

Manage, set goals & provide robust discussion in reporting

Manage & set goals

Monitor & manage
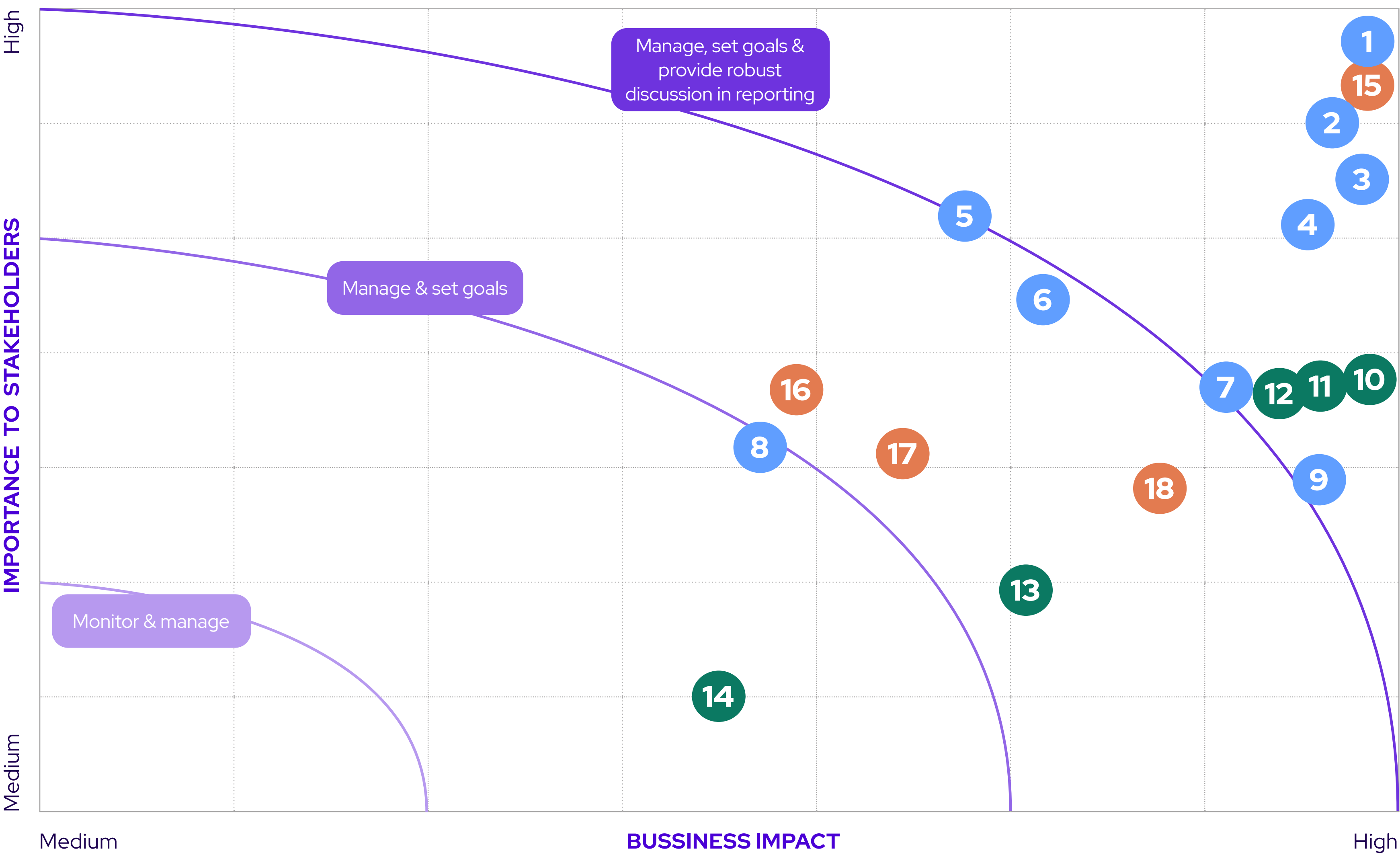
Social
1. Clinical quality and excellence in care
2. Resident experience
3. Recruiting and retaining quality team
4. Training and developing team
5. Access and affordability of services
6. Innovations in care and services
7. Promoting understanding and advocating for older people
8. Diverse and inclusive environments
9. Strong local community connections

Environment
10. Managing energy usage and reducing emissions
11. Reducing waste to landfill
12. Reuse, repurposing, recycling equipment
13. Water conservation
14. Strategies to address climate change

Governance
15. Acting ethically and complying with regulations
16. Sound business processes and risk management
17. Responsible sourcing
18. Cyber security and data protection