

Vision and Mission Statement

Vision

To enhance the wellbeing and quality of life for older people from Italian and other communities. To continuously develop and improve our organisation, our staff and our services so that we are at the forefront of aged care both now and in the future.

To ensure that consumers' dignity, respect and identity is maintained and that they can make informed choices about their care and services and live the life they choose.

Mission

To provide culturally appropriate aged care services of the highest quality standards to all those for whom we care in both residential and community environments through a consumer centred focus based on the cornerstones of respect and dignity to all.

Values

As a benevolent charitable organisation, we believe in and abide by the following values:

- **Respect** - acknowledging the values, beliefs and contributions of everyone within our community
- **Openness** - welcoming all people and embracing all opportunities and ideas
- **Fairness** - acting with transparency, due process and empathy to achieve the outcomes we desire
- **Unity** - collaborating with others to create opportunities
- **Excellence** - to strive towards best practice in everything we do to be the best that we can
- **Integrity** - act with honesty and sincerity in all that we do.

Aims and Objectives

Our aim is to achieve our Vision and Mission in accordance with the Values we believe in. We will achieve this by the following Objectives:

- Ensuring all services and programs meet the needs of the individual and consumer focused
- Sound financial management and business practices
- Meeting community expectations through a continual improvement and best practice ethos
- Be at the leading edge of aged care through innovation and collaboration with others
- Enhancing relationships with vested stakeholders
- Providing a welcoming, nurturing and safe environment for residents, consumers, carers, staff, volunteers, visitors and others who attend our facilities
- To achieve the highest possible standards of occupational health, safety and welfare for all staff, contractors and others; to eliminate where possible the risk of workplace injuries; and to proactively ensure positive outcomes for employees injured at work.

We believe in safety and health above all else; that our people are our Foundation for success; respect for the community and environment we live and work in; enduring business relationships; and achievement through teamwork.