

Vision and mission statement

Our 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 to the Italian community and other older people who choose to use our services.

Our mission

The Italian community values their elders. Bene Aged Care exists 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 client centred focus based on the cornerstones of respect and dignity to all.

Our values

As a benevolent charitable organisation, we are guided 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:** striving towards best practice in everything we do, and aiming to be the best we can be.
- **Integrity:** acting with honesty and sincerity in all that we do.
- **Culture:** value the Italian culture and seek to maintain it in the lives of older Italians.

Aims and objectives

We aim to achieve our vision and mission in accordance with our values. We do this by:

- Being client-focused and ensuring all services and programs meet individual needs.
- Meeting community expectations through continual improvement and best-practice.
- Leading in aged care through innovation and collaboration.
- Enhancing relationships with all stakeholders.
- Providing a welcoming, nurturing, and safe environment for clients, carers, staff, volunteers, and visitors.
- Achieving the highest possible standards of work health, safety, and welfare for all staff, associated providers, contractors, and others; eliminating, where possible, the risk of workplace injuries; and proactively supporting positive outcomes for employees injured at work.
- Maintaining sound financial management and business practices.
- Believing in safety and health, and recognising that our people are the foundation of our success.
- Respecting the community and the environment we live and work in.
- Building enduring business relationships and achievement through teamwork.