

VISION

Where every door leads to wellbeing

PURPOSE

Strengthening our communities' health and wellbeing by delivering innovative, quality health and community services

VALUES

- **Teamwork** - We are always looking to help each other and are happy to do so, as together, we achieve more.
- **Respect** - We will be kind, non-judgemental, and respect others.
- **Encouragement** - We appreciate, value and acknowledge our colleagues' and clients' contributions and efforts.
- **Honesty** - Honesty is measured by our conduct, not our words.
- **Stewardship** - We are committed to sustainably supporting the long-term improvement of our communities' health and wellbeing, wherever they may be.

Strategic Focus Areas			
Consumer Experience	Strengthening People and Culture	Financial Sustainability	Good Governance
<i>We provide a personalised experience for our consumers, engaging them in their care decisions, acknowledging dignity of risk and choice, actively seeking their feedback and putting them at the centre.</i>	<i>We recognise that through our people we provide the care, support and respect our consumers deserve. We will support and encourage the efforts of our people in a safe, high performing and rewarding team environment.</i>	<i>We focus on prudent financial management now and into the future.</i>	<i>We operate under contemporary governance principles with collaboration between the Board, Executive and operational teams and advisory bodies to strengthen our community's health and wellbeing by delivering innovative, quality health and community services.</i>
Strategies			
<ul style="list-style-type: none"> • Ensure consumer and family engagement and communication in all aspects of care and services • Respect Consumer Choice • Ensure our service offerings are fit for purpose • Identify ways to support the community to address service gaps and meet their changing needs 	<ul style="list-style-type: none"> • Develop an Employee Value Proposition, ensuring our attraction, recruitment and retention strategies are effective • Support employee engagement and satisfaction to ensure alignment with values and vision 	<ul style="list-style-type: none"> • Investment in existing buildings and investigate opportunities for other assets • Maintain dynamic business strategies that are sustainable and relevant • Monitor performance to budget ensuring visibility and transparency in reporting 	<ul style="list-style-type: none"> • Adhere to environmental, social and governance standards • Provide contemporary governance to meet community expectations • Ensure systems are fit for purpose • Ensure visibility and transparency in reporting • Identify and respond to risk • Ensure cultural recognition and diversity across the organisation • Adhere to Aged Care Standards and other applicable legislation