



## MISSION

To deliver exceptional care that empowers and enhances each resident's wellbeing and belonging to social and cultural community.

## OUR VALUES

### **Honesty**

We act with truthfulness and sincerity in how we engage and communicate.

### **Integrity**

We apply strong moral and ethical principles that underpin our decision making and build trust.

### **Respect**

We treat all people with respect and take pride in what we do.

### **Quality**

We are committed to delivering the highest standard of care.

### **Positive legacy**

Our planning for the future recognises and builds upon the contribution of the Hungarian community and the wider Hungarian diaspora.

### **Cultural heritage**

We have a strong connection to Hungarian heritage and commit to meeting our residents' cultural needs, values and lifestyle.

# OUR STRATEGIC GOALS

## **1. EXCELLENCE IN HIGH QUALITY, PERSON-CENTRED CARE AND GOVERNANCE**

Outcome: Recognised and respected by community and industry

Key strategies:

- Meet & exceed strengthened aged care quality standards.
- Maintain a strong clinical and governance framework.
- Maintain an organisation wide IT Plan and ensure effective information management.
- Keep our Constitution under review.

## **2. SOCIAL AND CULTURAL HERITAGE**

Outcome: Enduring connection to and integration of cultural heritage

Key strategies:

- Maintain and improve cultural heritage.
- Develop a communications plan.

## **3. HIGHLY ENGAGED WORKFORCE**

Outcome: A skilled workforce that provides high-quality care.

Key strategies:

- Monitor employee remuneration and benefits.
- Maintain workforce recruitment, retention and succession plan with targeted recruitment of Hungarian speaking staff and volunteers.
- Conduct regular staff engagement surveys.
- Continue to deliver workforce training plan.
- Ongoing annual performance appraisals of all staff.

## **4. MAINTAIN FINANCIAL SUSTAINABILITY**

Outcome: Secure financial position and improved assets and site layout

Key strategies:

- Develop a bequests policy.
- Develop and keep current an asset management plan.
- Develop site master plan.
- Develop a fundraising plan appropriate for Arpad's needs.
- Develop and implement staged elements of site master plan.