



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.