



## MISSION

Is to ensure that our residents receive appropriate high-quality care in appropriate and safe surroundings that are tailored to their individual needs. We strive to achieve a meaningful, pleasant and relaxed lifestyle for our residents.

## OUR VALUES

### **Honesty**

We believe in truthfulness and sincerity in how we engage and communicate with residents, families, representatives, staff and volunteers.

### **Integrity**

We adhere to strong moral and ethical principles that underpin our decision making and build trust with residents, staff, representatives and families.

### **Positive Legacy**

We recognise our residents, communities, families, staff, and volunteers and the valuable contribution they have made, and we will build on these foundations to respect the legacy of the wider Hungarian diaspora by securing the long term viability of the Árpád home.

### **Cultural Heritage**

We have a strong connection to the Hungarian heritage and commit to preserving the cultural needs, values and lifestyle choices.

### **Respect**

We treat our residents, visitors, families, representatives, staff and volunteers with respect and take pride in what we do.

### **Quality**

We are committed to delivering the highest standard of care.

## OUR STRATEGIC GOALS

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

Outcome: Recognised and respected by community and industry

**Key strategies:**

- Continue to meet & exceed aged care quality standards compliance.
- Implement a strong clinical and governance framework.
- Develop and implement an organisation wide IT Plan.
- Review and reform our Constitution.

### 2. SOCIAL AND CULTURAL HERITAGE

Outcome: Enduring connection, integration, and engagement to cultural heritage

**Key strategies:**

- Develop and implement a cultural heritage plan
- Develop marketing plan

### 3. HIGHLY ENGAGED WORKFORCE

Outcome: To attract and retain a skilled workforce who provide high-quality person-centred care and a great place to work

**Key strategies:**

- Review and assess organisational culture, leadership, and staff wellbeing by Independent third party.
- Workforce recruitment, retention and succession plan inc. targeted recruitment of Hungarian speaking people to support cultural and social needs of residents.
- Renegotiate Enterprise Bargaining Agreement (EBA) due to expire on 30 November 2021.
- Improve and continue to deliver workforce training plan.
- Develop a sustainable volunteering plan.

### 4. MAINTAIN FINANCIAL SUSTAINABILITY

Outcome: To achieve our vision and preserve our assets

**Key strategies:**

- Develop an asset management plan for current use and for future growth.
- Develop and deliver facility redevelopment plan,
- Develop new revenue streams that improve our financial sustainability.
- Develop and implement a fundraising plan.
- Develop a bequests policy.
- Develop and implement a sponsorship policy.