

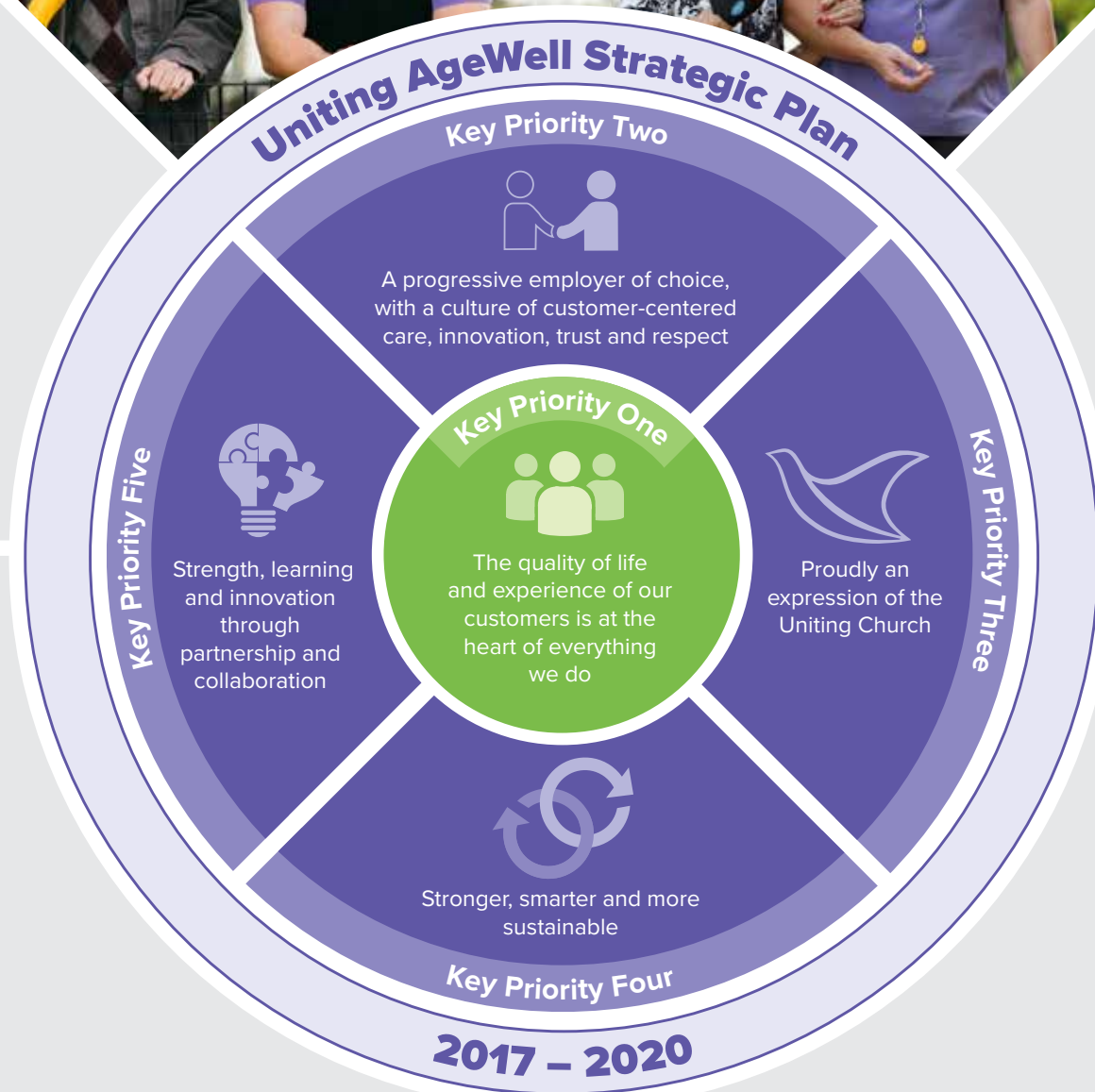


## Our Vision

Uniting AgeWell: The Church at Work. A creative leader enabling communities to age well and individuals to live to their potential.

## Our Mission

To provide specialised services enabling older people to maximise their wellbeing and access care when required.



## Our Values

As part of the Uniting Church we live out the practical expression of Christian faith and values. Our behaviours and choices are guided by:

- > **Respect**
- > **Partnership**
- > **Wisdom**
- > **Fairness**
- > **Stewardship**

## Key Priority One

**The quality of life and experience of our customers is at the heart of everything we do**

UA will:

- › Support residents, clients and families (our customers) to be active partners in their care through informed, respectful decision making.
- › Engage with our customers and community to participate in the planning and delivery of services.
- › Strengthen customer and staff feedback and response systems to ensure continuous improvement, transparency and organisational learning and growth.
- › Invest in our staff, systems and services to meet the current and future needs of customers and enable staff to actively support the customer journey and experience.
- › Continue to develop processes, systems and models of learning and education to ensure all service provision is safe, of the highest quality and consistent with the AgeWell model.

## Key Priority Two

**A progressive employer of choice, with a culture of customer-centered care, innovation, trust and respect**

UA will:

- › Ensure a safe, respectful and inclusive workplace that rewards innovation, excellence and collaboration and encourages and responds to feedback.
- › Invest in leadership development and enhance workforce capability through high quality education programs, initiatives and career pathways.
- › Ensure customer-focused outcomes by implementing an accountability framework to provide staff with role clarity, expectations and organisational priorities.
- › Value staff by ensuring their physical and emotional wellbeing is a priority and is well supported through robust Occupational Health and Safety programs and initiatives.

## Key Priority Three

**Proudly an expression of the Uniting Church**

UA will:

- › Consistently identify Uniting AgeWell as an agency of the Uniting Church.
- › In all of our projects and programs seek community, compassion and justice for all people and continue to be welcoming, open and inclusive to all people.
- › Translate gospel values into quality, person-centred care initiatives.
- › Offer spiritual support through professional chaplaincy services and practical and prayerful links with congregations of the Uniting Church, while respecting those of other faiths or no faith.
- › Continue to strengthen relationships with Uniting Church in Australia agencies and relevant national groups.
- › Implement growth strategies which will result in the provision of more services to the most socially and economically vulnerable people.

## Key Priority Four

**Stronger, smarter and more sustainable**

UA will:

- › Target opportunities for revenue growth through new capital developments, acquisitions, government tenders, and organic growth.
- › Invest in research, innovation and new technologies that will improve the customer experience, deliver efficiencies and enhance financial and environmental sustainability.
- › Continue to implement our 10 Year Property Plan to ensure that our infrastructure will meet current and future community expectations.
- › Invest in the development and implementation of a robust Environmental Strategy that reduces our impact on the environment.

## Key Priority Five

**Strength, learning and innovation through partnership and collaboration**

UA will:

- › Actively engage with government, industry and corporate partners to influence the policy agenda and develop integrated solutions so every Australian can age well.
- › Actively engage with research partners and learning organisations to implement initiatives that will strengthen our workforce and improve customer outcomes.
- › Collaborate with UnitingCare Australia organisations to obtain the mutual benefits of shared knowledge and greater critical mass to achieve streamlined processes, reduced costs and effective use of technology.