



Melville Cares

The heart of community care.

www.melvillecares.org.au



OUR VISION

Older people living with confidence, voice, respect and connection

OUR PURPOSE

Supporting and connecting older people to live at home and contribute to the community

OUR VALUES



EMPOWERMENT

Valuing people and giving them the information and tools they need to achieve results.



TRUST

Building strong relationships based on our reliability, excellence and fairness in all we do.



COMPASSION

Understanding another person's aspirations and taking action to improve their lives.



People, Places & Partnerships

Strategy 2021 - 2024

ADVOCATE FOR INTEGRATED SYSTEMS

Play a leading role in bringing the allied health and aged systems together.

MEASURE FOR INFLUENCE

Apply results-based accountability (RBA) across our programs.

GROW OUR WORKFORCE

Grow a compassionate, engaged and trained workforce to meet best practice service standards.

GROW OUR FOOTPRINT

To have conveniently located and easy to reach points of contact across the greater Melville area.

ADVANCE OUR SYSTEMS

Upgrade to contemporary best practice systems and processes.

BUILD COMMUNITY HUBS

Implement a new model that combines community driven home care support, activities and programs.



1
GROW OUR FOOTPRINT

To have conveniently located and easy to reach points of contact across the greater Melville area.

We will open easy to reach Melville Cares offices, transport hubs and Service Centres across the greater Melville area.

2
ADVANCE OUR SYSTEMS

Upgrade to contemporary best practice systems and processes.

We will renew, refresh and upgrade our systems, specifically the client management systems.

3
BUILD COMMUNITY HUBS

Implement a new model that combines community driven home care support, activities and programs.

We will develop, test and promote the Community Hub model.

4
GROW OUR WORKFORCE

Grow a compassionate, engaged and trained workforce to meet best practice service standards.

We will conduct regular internal surveys to ensure that we don't lose our 'heart'.

Develop our staff and volunteer offering so that we continue to be an employer of choice.

5
MEASURE FOR INFLUENCE

Apply results-based accountability (RBA) across our programs.

We will introduce the measurement frameworks and equip our staff to capture robust data and storylines.

Use the data to inform decision making and advocacy work.

6
ADVOCATE FOR INTEGRATED SYSTEMS

Play a leading role in bringing the allied health and aged systems together.

We will actively participate in peak bodies and networking structures.

Pilot innovative partnerships.