# 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

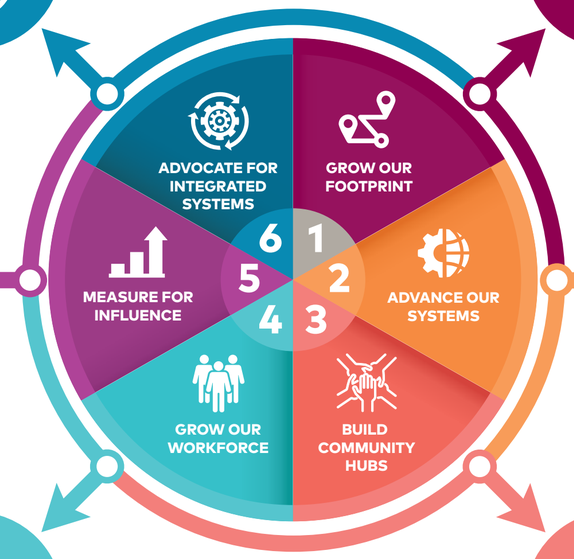
**Strategy 2021 - 2024**

### 6 ADVOCATE FOR INTEGRATED SYSTEMS

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

### 1 GROW OUR FOOTPRINT

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




### 5 MEASURE FOR INFLUENCE

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

### 2 ADVANCE OUR SYSTEMS

Upgrade to contemporary best practice systems and processes.

### 4 GROW OUR WORKFORCE

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

### 3 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.