



CARING FOR THE MOST IMPORTANT PEOPLE IN THE WORLD

STRATEGIC PLAN 2010 - 2015

Australia's ageing population is growing at a rate almost four times faster than the total population.

To meet these challenges Southern Cross Care (Vic) has developed a comprehensive five year plan to address the needs of older people today, tomorrow and into the future. It is not only the physical needs, of older people but also their spiritual and emotional needs that are incorporated into this plan.

WHO WE ARE

Founded by the Knights of the Southern Cross in 1969, Southern Cross Care (Vic) is a reputable, community based, not for profit Organisation that provides excellence in quality aged residential and community care services throughout metropolitan Melbourne and regional Victoria.

OUR ASPIRATION FOR OLDER PEOPLE

Older people, living well, loving life and participating within a just and inclusive community.

OUR PURPOSE

Southern Cross Care (Vic), within a Christian ethos, is committed to serving and supporting older people and their families by:

- Continuing to make a difference in their lives
- Continuously improving the way we work
- Promoting individual choice and independence
- Promoting integrity and dignity
- Embracing diversity



OUR GUIDING PRINCIPLES

SCC (Vic), when engaging and working with clients, residents, their carers and families, other organisations and each other, will base its practice on the following principles:

Accountability

We will be accountable for our actions and outcomes to clients, residents, their carers and families, as well as to those who fund, govern and support us

Christian Ethos

Our work will be guided by a Christian ethos

Client Focused Approach

We respect individuality and the choices that clients and residents make when we are planning and providing services

Communication

We communicate openly, honestly and respectfully

Inclusiveness

We promote an inclusive community, treating clients, residents, their carers and families, those from cultural and linguistic backgrounds, Aboriginal Australians and each other with equality, respect and dignity

Partnership and Collaboration

We seek to develop internal and external partnerships and ways to collaborate for the benefit of the community

Quality

We aim to continuously improve the outcomes for clients, residents, their carers and families

Recognition and Achievement

We recognise and celebrate individual and collective achievements

Safety

We are committed to providing safe practices and work environments for clients, residents, their carers and families, our workforce and visitors

Sustainability

We will actively plan to ensure ongoing sustainability of the Organisation through robust financial, workforce, environmental systems and strategies

OUR ACTIONS

We will act with:

Dignity

Our actions embrace the true worth of each individual client, resident, carer, family member and member of the general community

Integrity

We demonstrate honesty, trustworthiness, and ethics in all that we do; treating others fairly and making responsible decisions

Respect

We demonstrate care, compassion and consideration in the way we work with clients, residents, their carers and families and each other

STRATEGIC DIRECTIONS

CHRISTIAN ETHOS

We underpin our work with an ethos of spirituality and pastoral care

Strategic Objectives:

- Build partnerships with relevant organisations, key diocesan personnel, local church parishes and community groups to improve spiritual care, pastoral support and opportunities for spiritual enrichment for clients, residents, their carers and families, staff and volunteers
- Introduce a program that provides pastoral care across sites and community programs
- Introduce an individualised approach to spiritual enrichment and pastoral care within care plans for residents living in residential care facilities
- Provide opportunities for spiritual enrichment for staff through a dedicated program offering a range of worship, educational, reflection and discussion groups

LEADERSHIP

Build a culture of leadership to understand and address the issues confronting the most disadvantaged older people in the community.

LEADERSHIP CONTINUED

Strategic Objectives:

- Increase the focus to assist managers and staff understand the factors associated with ageing and the steps that can be taken to assist and promote positive ageing
- Develop a comprehensive, proactive, responsive and educational strategy to support and assist those people living with dementia and their families
- Speak out about the significance and impact of dementia. Seek opportunities for continued and additional funding into research, specialised services and supports and for the provision of excellent memory support services
- Speak out on behalf of the most disadvantaged older people in the community and seek opportunities to develop services tailored to the needs of these groups

CLIENTS AND RESIDENTS

Provide personalised care to clients and residents, respecting individual needs, wishes and choices.

Strategic Objectives:

- Continue to develop, improve and monitor the quality of care and services
- Redevelop/replace residential facilities that have reached the end of their useful life and consult with residents and their families in preparing a transition to a new or redeveloped facility
- Engage residents, clients, their carers, families and representatives in collaborative processes to focus on improvements in care and services
- Continue to expand the range of innovative and responsive services and supports within a “continuum of care” and provide ease of access for clients, residents, their families and the general community

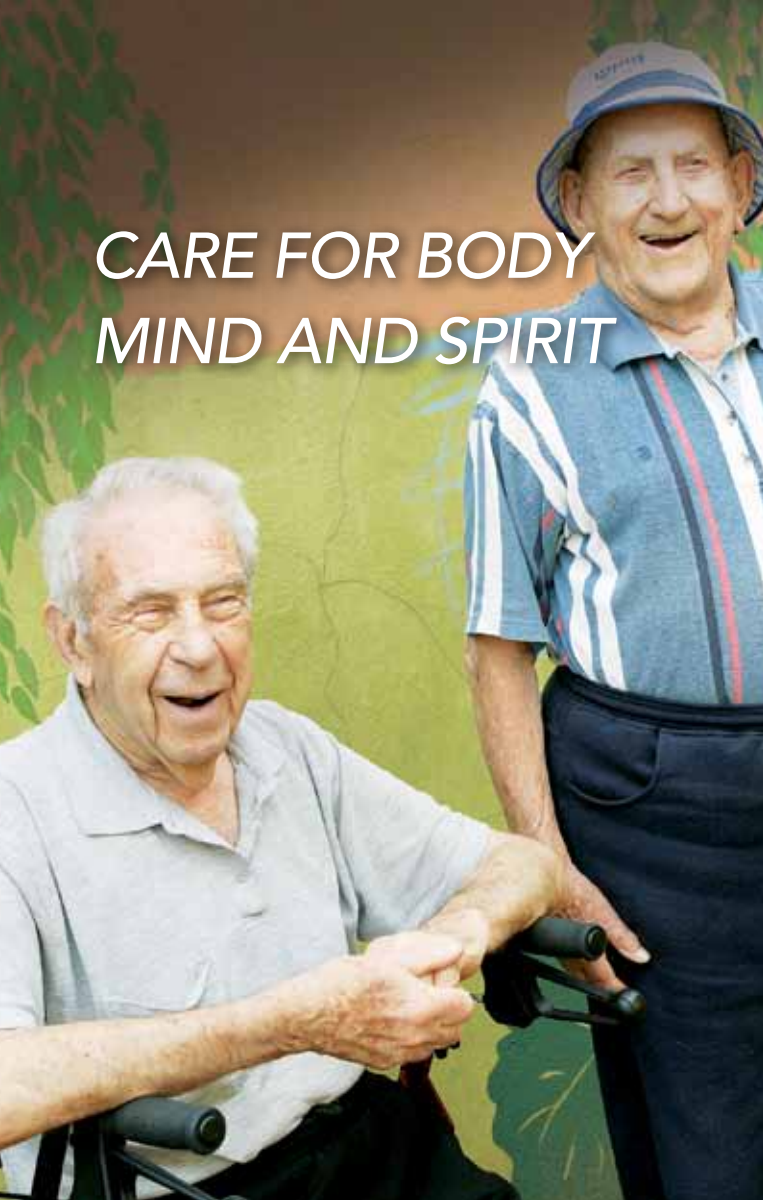


**WE'RE COMMITTED TO
MAKING A WORLD OF DIFFERENCE**



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CARE FOR BODY MIND AND SPIRIT



WORKFORCE

To be recognised as “a preferred employer” within the aged care sector.

Strategic Objectives:

- Continue to develop and implement Organisational wide education and learning programs
- Develop and implement a plan that identifies and manages emerging talent
- Identify and promote “Preferred Employer” strategies and actions
- Identify and implement plans to increase and develop the roles of volunteers
- Identify and implement actions that create an Organisational culture that recognises the positive contribution and worth of all staff and volunteers

SYSTEMS AND PROCESSES

Continue to review and develop systems and processes aiming for excellence in all aspects of quality, compliance, accountability, productivity and effectiveness.

Strategic Objectives:

- Develop and implement sustainable Governance and Clinical Governance frameworks
- Develop and implement measures to monitor the Organisation’s progress against its stated guiding principles, actions and strategic directions
- Develop and implement an integrated risk management system
- Develop and implement business continuity and ICT disaster plans
- Develop and implement an ICT strategy, including an upgrade of the network infrastructure
- Identify measures to monitor environmental sustainability

FINANCIAL SUSTAINABILITY

Grow and develop SCC (Vic) residential and community services for older people to ensure a financially sustainable Organisation for future generations.

Strategic Objectives:

- Develop, implement and monitor a sustainable long term operational and capital financing plan
- Review the ongoing capacity and viability of the Housing and Independent Living (HAIL) sites, Residential Aged Care facilities and Community Services offices
- Develop and implement a plan for the development and redevelopment of Residential Care sites based on the needs of current and potential residents
- Review the Organisation’s role in the provision of Independent Living
- Identify and implement strategies to increase the number of residential licences by 2018
- Continue to grow the provision of Community Services

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