



OUR VISION

VISION

TriMor Aged Services Pty Ltd aims to operate Arlington Aged Care Facility as a 'boutique' style residential aged care facility offering care and services of excellence in a comfortable, visually appealing, and safe environment. This is to be provided by qualified, dedicated and committed staff, who are supported by effective management systems and appropriate levels of resources, and within a context of respect for residents' rights, responsibilities, choices and decisions.

OBJECTIVE

To provide residential aged care services focusing on quality outcomes for residents within a context of maximising choices and lifestyle options, continuous quality improvement, management excellence and a spirit of community.

VALUES / PRINCIPLES

We are committed to the following values and principles -

- Ensuring residents' rights, responsibilities, choices and decisions are respected.
- Optimising residents' ability to exercise independence in decision making.
- Ensuring that individual and collective rights of residents and their families are balanced, and each party is aware of, and accepts corresponding responsibilities.
- Ensuring residents' cultural traditions and beliefs are respected and their expression facilitated within the context of promoting a multi-cultural community at Arlington ACF.
- Providing opportunities for residents and families to celebrate life, joy and a spirit of community.
- Respecting residents' rights to intimacy and sexual expression.
- Ensuring residents live in an environment free of physical, verbal, psychological and emotional abuse and harassment, and without fear of victimisation, retribution and discrimination.



OUR VISION

- Ensuring each resident's individual physical, psychological, spiritual, cultural, and emotional needs are assessed, appropriate care, service and lifestyle options provided, and their effectiveness and continued relevance regularly evaluated.
- Promoting residents' and their families' involvement in decisions affecting care, services and lifestyle.
- Providing opportunities for residents to maintain their independence commensurate with their cognitive and physical capabilities.
- Ensuring residents' right to privacy, dignity and confidentiality is respected.
- Ensuring residents are provided with a physical environment and accommodation which promotes their safety, security, comfort and wellbeing.
- Ensuring staff are provided with a safe working environment, appropriate equipment and adequate resources to perform their roles effectively.
- Ensuring staff work in an environment free of physical, verbal, psychological and emotional abuse and harassment, whether from other staff, residents, their families, or management, and without fear of victimisation, retribution and discrimination.
- Ensuring staff maintain contemporary knowledge, skills and standards of practice to achieve excellence in the provision of care, services and lifestyle programs for residents.
- Ensuring excellence in management systems, protocols and practices.
- Ensuring all stakeholders are aware of, and understand that abuse, harassment, victimisation and discrimination are not tolerated, and that any breaches will have serious and immediate consequences, including notification to appropriate authorities.
- Exercising responsible financial management to ensure the continued viability of the company to deliver quality residential care and services.
- Maintaining the facility's accreditation status and aiming to exceed mandated standards of care, services and accommodation.
- Participating in public discourse at national, state and local level on issues affecting the aged care industry.