



OUR VISION

Older people in the community living safe, healthy, active and fulfilled lives.

OUR PURPOSE

Enriching later life by providing personalised services, community connections, education and support for older people and their families.

STRATEGIC GOALS

We want Jubilee Community Care to be known as:

1

A flexible, innovative and well-managed organisation - one that older people and their families can trust and depend on.

TRUSTED ORGANISATION

2

Providing personalised, consistent and reliable services to clients who choose the timing and nature of support they want.

PERSONALISED SERVICES

3

Supporting older people to live at home or with their families, helping them to stay connected and engaged in the community.

COMMUNITY CONNECTIONS

4

Employing and retaining staff who are caring, well-trained and provide older people and their families with education and support.

EDUCATION AND SUPPORT

OUR VALUES

➤ People are our priority. Good relationships are important to us. We treat all people equally, with dignity and respect. Our communication is open and transparent. We foster teamwork, partnerships and a sense of community. We seek social justice for all.

➤ We aim for the highest standards of service, performance and accountability. By being responsive, flexible and through continuous improvement, we seek excellence in all that we do.

➤ We revere our history and our past, but we look to the future. We embrace change through effective planning and innovation.

TRUSTED ORGANISATION

➤ **TRANSPARENT, CLEAR, CONSISTENT COMMUNICATION**

Objective: Make older people and their families aware of where they can go for help and support.

Initiative: Ensure all our communication channels provide the same transparent, clear and consistent message(s). Use stories, case studies and testimonials as examples.

➤ **PLANNING**

Objective: Plan well and in turn help older people and their families plan well.

Initiative: Adopt technologies, systems and processes that are easy-to-use, cost-effective, meet needs and keep ahead of changes and trends in the aged care industry; assist older people and their families to understand and adapt to their use.

➤ **FOCUS GROUP**

Objective: Road test new initiatives to make sure that they are easy-to-use, engaging and meet needs.

Initiative: Bring together clients, carers and staff on a regular basis

➤ **RESEARCH AND EVALUATION**

Objective: Conduct in-depth monitoring and evaluation of our systems and process, and research into new possibilities.

Initiative: Form partnerships with universities, government agencies, sister-organisations and industry specialists.

PERSONALISED SERVICES

➤ **SPECIFIC AND TAILORED SERVICES**

Objective: Support the needs of older people in our community.

Initiative: Provide the services asked of us or we will make it happen!

Examples include decluttering, chronic illness management, social outings, falls prevention, hairdressing, respite, gardening, podiatry and dog walking

➤ **GIVING BACK TO OUR COMMUNITY**

Objective: Support older people in our community to stay safe, healthy, active and engaged.

Initiative: Provide and subsidise activities that are non-government funded. Examples include the Activities Program, exercise classes such as hydrotherapy, gym workouts, Stay Standing falls prevention program, and online support.

➤ **SERVICE TRANSPARENCY**

Objective: Communicate all service options, fees and costs.

Initiative: Offer a simple 3-step process:

1. Identify needs
2. Explain costs
3. Plan for the future

COMMUNITY CONNECTIONS

➤ **AGED CARE STATISTICS**

Objective: Evaluate the impact of our services and support on our clients' lives.

Initiative: Partner with a research organisation or university to carry out a 5-year study

➤ **CARER SUPPORT GROUP**

Objective: Provide carers in our community with support.

Initiative: Form online and offline groups, organise regular meetings with guest speakers and facilitate networking.

➤ **PROGRAM PARTNERS**

Objective: Connect with industry and business specialists to work with us.

Initiative: Provide clients, prospective clients and families with advice on topics such as advanced care planning, chronic illness prevention and management, wellness, enablement, legal and financial planning.

Establish the Jubilee Community Care Centre.

➤ **AMBASSADORS**

Objective: Increase our public profile.

Initiative: Engage ambassadors that are passionate about our cause and to represent us in the community.

➤ **VOLUNTEERS**

Objective: Expand our volunteer program to engage more members of the community in supporting older people.

Initiative: Engage suitable individuals and allocate specific tasks to them.

EDUCATION AND SUPPORT

➤ **LATER LIFE EDUCATION**

Objective: Assist clients, potential clients and their families to navigate the aged care system and make them aware of support services available in the community.

Initiative: Offer an ongoing program of practical support services through the Jubilee Community Centre including an annual planned program of public and small group meetings and forums, covering a range of topics such as: My Aged Care, advanced care planning, legal and financial planning.

➤ **LATER LIFE SUPPORT**

Objective: Provide practical support for older people and their families to stay living in and connected to their community.

Initiative: Invite people to join our Activities Program, Stay Standing falls prevention program, yoga and exercise programs. Refer them to specialist services that are non government funded, as appropriate. Provide information freely online and at events as well as the Jubilee Community Centre coffee shop.

➤ **STAFF EDUCATION**

Objective: Ensure all our staff are well trained and able to respond to client needs and queries.

Initiative: Provide staff with ongoing professional development on topics such as dementia, falls prevention, aged care initiatives, chronic illness management, medication management, wellness and enablement.