



## Our purpose

Enhance wellbeing and belonging for every person, every day

## Our vision

To be the most trusted and innovative provider of residential aged care

## Our mission

At SummitCare we strive for excellence in care, guided by professionalism, respect and genuine compassion, supporting older people to live with dignity, connection and a true sense of belonging

## Our code of conduct

In line with the code sits our culture and values

Respect  
Safety  
Quality Care  
Wellbeing  
Privacy  
Dignity  
Integrity  
Responsiveness

## Our culture

We communicate regularly with residents and their families

We do what we say we do

We work to continuously improve what we do and strive to achieve our goals

We are a learning organisation

We celebrate our achievements frequently and appropriately

We are committed to a safe, enjoyable and quality workplace

We build teams that positively impact our day to day challenges and foster innovation

## Warmth

By providing a caring approach and environment

## Worth

By providing a caring approach and environment

## Wellbeing

A sense of fulfilment that consumers enjoy as a result of our care

# Our Values

Welcoming

Obliging

Respectful

Teamwork

Honesty



## Welcoming

Be welcoming at all times to consumers and guests

- I am friendly and greet people with a smile
- I use an appropriate tone of voice
- I address people by their preferred title
- I make eye contact when appropriate
- I am compassionate, empathic and caring
- I am well presented and comply with SummitCare's uniform policy

## Obliging

Be obliging and willing to learn

- I will action any reasonable requests I get and will follow up if I can't help with the request
- I am an advocate for consumers
- I am an advocate for SummitCare
- I have pride in my work
- I can offer alternatives to people that meet their individual needs

## Respectful

Be respectful

- I respect consumer privacy and dignity
- I maintain confidentiality
- I respect my colleagues and team members
- I respect consumer and family boundaries
- I respect consumer's spiritual domain and culture
- I respect myself, I use appropriate body language
- I am non-judgemental
- I am proactive in preventing workplace bullying and harassment

## Teamwork

Demonstrate teamwork with colleagues

- I pass on information about consumers to my manager
- I am loyal and committed to my workplace
- I am engaged with my workplace
- I am a generous and motivated team member
- I help my other co-workers
- I communicate in an open manner
- I am willing to learn
- I can prioritise my work

## Honest

Be honest with yourself, consumers and colleagues

- I stand up for what I believe is right even if others don't agree
- I don't engage with gossip
- I am honest about how I care for people
- I am reliable and trustworthy
- I am honest and show integrity
- I can accept it when I am wrong and do not blame others