

# Morcare Services

## Quality Policy Statement

Morcare Services is committed to making a difference in people's lives, consistently delivering high quality care and being a market leader of disability and aged care support services.

The following activities enable us to maintain a 'high-quality of care and service delivery' culture.

- We maintain a robust Quality Management System and industry relevant certifications/accreditations;
- operational staff ensure the support/ care needs and expectations of clients are clearly understood, documented and consistently satisfied;
- workgroup managers support team members to adopt behaviours consistent with our Mission, Vision and Values;
- the leadership team and Workgroup managers encourage staff to adopt the principles of best practice in regards to quality and service delivery outcomes, risk minimisation, continuous improvement, and collaboration through targeted learning and development activities, and;
- the leadership team regularly review our Quality Management System and performance for effectiveness.

Collectively these activities ensure Agency protocols are benchmarked, regularly subject to quality review and the corresponding outcomes are evaluated by the leadership team.

### MISSION, VISION AND VALUES

The provision of a quality service is the responsibility of every employee and we expect each person working for the organisation to embrace the organisational mission, vision and values and to commit to achieving quality outcomes, continuous improvement and the minimisation of risks.

#### Our Mission Statement

To provide a quality lifestyle and personal support service by responding to the individual needs of Clients, creating choices and helping them to achieve their potential for independence.

#### Our Vision

To provide services that inspire people and make a difference in their lives. We will do this by:

- creating opportunities for people to build on their existing abilities;
- empowering people to make choices and live the life they choose, and;
- fostering participation and inclusion in their community.

#### Our Values

We have established values to guide the way we work together and the behaviours we will role model. They epitomise what we believe in and represent what, as a business, the organisation stands for. These values are:

<b>PEOPLE</b>	<p><b>Satisfying clients' needs is the reason for our existence:</b></p> <ul style="list-style-type: none"> <li>• we collaborate with people as partners;</li> <li>• we aim to promote optimism, independence and self-reliance, and;</li> <li>• we identify and support people's individual needs and preferences.</li> </ul>
<b>EXCELLENCE</b>	<p><b>We strive for the highest quality in our work:</b></p> <ul style="list-style-type: none"> <li>• we set goals and work towards achieving them;</li> <li>• we implement best practice wherever possible, and;</li> <li>• we acknowledge effort and recognise excellence.</li> </ul>
<b>TEAMWORK</b>	<p><b>We work together, and support and show respect for each other:</b></p> <ul style="list-style-type: none"> <li>• we build relationships to achieve results;</li> <li>• we encourage frank and open communications;</li> <li>• we stand by our commitments, and;</li> <li>• we promote safety and wellbeing.</li> </ul>
<b>ACHIEVEMENT</b>	<p><b>We take pride in our work and our reputation:</b></p> <ul style="list-style-type: none"> <li>• continuous improvement is embedded in everything we do;</li> <li>• we have the courage to embrace change and innovation, and;</li> <li>• we value feedback and view it as an opportunity for improvement.</li> </ul>
<b>INTEGRITY</b>	<p><b>We always act honestly:</b></p> <ul style="list-style-type: none"> <li>• we say what we mean and do what we say;</li> <li>• our business ethics are beyond reproach, and;</li> <li>• we value everyone's privacy.</li> </ul>
<b>EMPATHY</b>	<p><b>We show empathy in our dealings with people:</b></p> <ul style="list-style-type: none"> <li>• we value people and show respect for individual circumstances, and;</li> <li>• we support individuality.</li> </ul>