

Our promise...





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*"Our promise to our patients,
residents, families and each other"*

Our heritage

Francesca Cabrini was born in northern Italy in 1850. Inspired by her deep faith in Jesus Christ, she was a woman of great compassion and courage.

She saw her life as a mission to relieve suffering and serve those in need – particularly the poor and excluded. She established health, education and care centres in the USA and Latin America, in Europe and in England, becoming an inspiration to all whose lives she touched. She was the first US citizen to be canonised a saint.

At 30, she founded the Missionary Sisters of the Sacred Heart of Jesus to show God's love for people through their compassionate action in the world. Today, their mission reaches around the world and includes Cabrini Health in Australia.

Our Cabrini story started in 1948, when ten Missionary Sisters arrived in Melbourne to take over St Benedict's, a small hospital in Malvern. The journey from Italy took ten days, as the aeroplane could only fly during daylight hours.

The Sisters thought they were taking over a fully functioning hospital but unfortunately, this was not so. Without losing spirit, they worked hard to equip and make the place presentable so that they could re-open the facility.

At that time, Melbourne was not the multicultural city that we know today. People were cautious of these Italian Sisters who dressed and spoke differently to the Australian religious of the time.

Despite their best efforts, in the first few months there were many complaints about their strange ways. However, the Sisters recognised there were people in need and, with courage and determination, they laid the foundation for the comprehensive healthcare service we have become today.

*"Let your love
for one another
be real and
from the heart"*

1 Peter 1:22



Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

*"We are a
community
of care"*



Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve.
- We respond willingly and positively to help meet the needs of those around us.
 - We put people first as we look to provide extra support and care, beyond our professional duties.
 - We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable.
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love.
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families.
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.



Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing.
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude.
- We maintain the courage of our convictions and express our values through our actions.
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position, and treat them with courtesy, respect, equality and justice.
- We respect ourselves, our colleagues and the excellence of the services we deliver.
- We identify and respond to emerging healthcare needs in our community.
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini Health (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services” which is translated into our quality goals of 100% right care, 100% patient satisfaction and 100% staff engagement.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or the Human Resources department.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour



Behaviours that matter

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

Our vision

Cabrini Health fulfils the commitment of the Missionary Sisters of the Sacred Heart of Jesus to the healing mission of the Catholic Church.

We serve people across all stages of life, encompassing spiritual, physical, emotional and social care and reflecting the *Code of Ethical Standards for Catholic Health & Aged Care*. The wellbeing and happiness of our patients, residents and families is our mission and central to what we do.

By understanding and addressing the needs of our community, we will grow by learning – by researching and continuously improving the quality of our care and by motivating staff committed to our healthcare mission. We will deliver clinical service excellence, in particular, emergency, cardiac, cancer, paediatric services and care of the elderly, in well designed, modern

facilities using proven modern technology, equipment and clinical practice.

By 2020, we will enhance health and quality of life by treating sickness and by working with our patients, residents and their families to anticipate, prevent and ease suffering. We will reach twice as many patients, residents and family members and we will expand our social outreach and community development program sixfold. To achieve this growth, we need to deliver an outstanding patient and family health care experience, making us ‘first choice for care’. This will enable us to maintain profitability and thereby continue investment in high quality services that respond to community need.

Our locations

Cabrini Malvern

183 Wattleree Rd Malvern, 3144
03 9508 1222

Cabrini Brighton

243 New St Brighton, 3186
03 9508 8777

Cabrini Palliative Care Prahran

646 High St Prahran, 3181
03 9508 1000

Cabrini Residential

Aged Care Ashwood

54 Queens Pde Ashwood, 3147
03 9508 8585

Cabrini Elsternwick

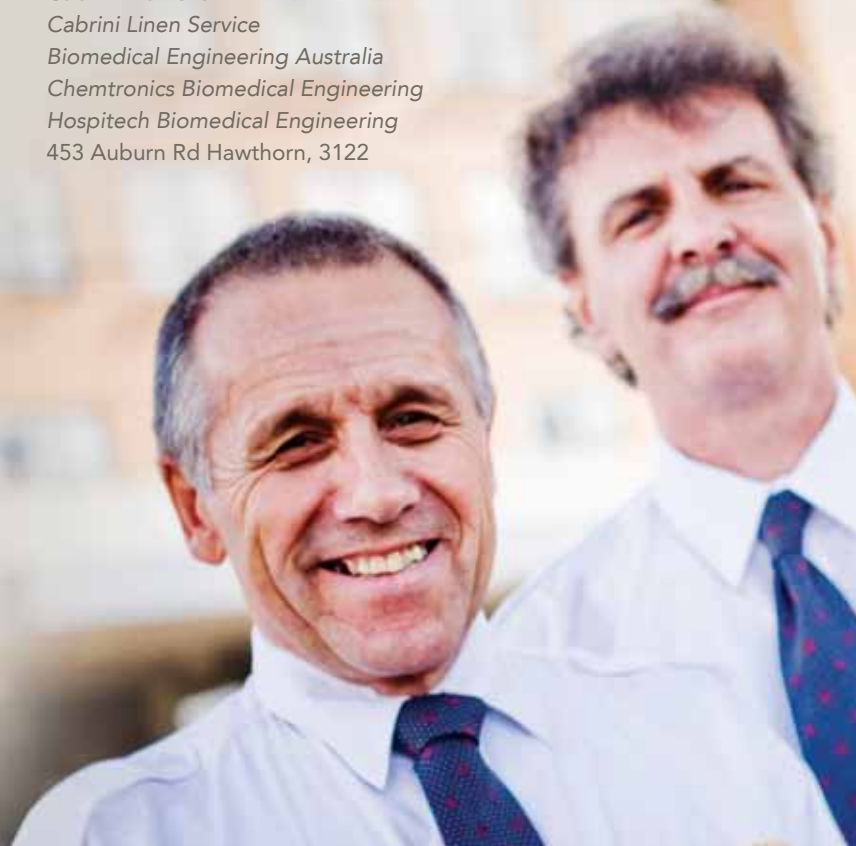
Rehabilitation Service

2-6 Hopetoun St Elsternwick, 3185
494 Glenhuntly Rd Elsternwick, 3185
03 9508 5100

Cabrini Hawthorn

Cabrini Linen Service

Biomedical Engineering Australia
Chemtronics Biomedical Engineering
Hospitech Biomedical Engineering
453 Auburn Rd Hawthorn, 3122



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