

Our promise...



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*"Our promise to our patients,
residents, customers 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 in Australia.

Our Cabrini story started in 1948, when ten Missionary Sisters arrived in Melbourne to takeover 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 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 those in our care.
- 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 care and service. 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, and with those we serve. We are all responsible for creating a happy and productive workplace, and supporting and encouraging each other to provide an outstanding patient, resident and family experience.

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”.

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 department.



WE ARE COMMITTED TO SAFETY AND QUALITY:

| BEHAVIOURS THAT MATTER | UNACCEPTABLE BEHAVIOURS |
|--|---|
| We put safety first | We are careless, impulsive or take unnecessary risks that may cause harm to the people we serve |
| 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 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 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 WANT TO BUILD A JUST AND SUSTAINABLE COMMUNITY:

| 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 strategy

Cabrini Health fulfils the commitment of the Missionary Sisters of the Sacred Heart of Jesus to the healing mission of the Catholic Church. Our vision is to provide compassionate care for more people in need.

The Cabrini group strategy 2016-20 was endorsed by Cabrini's Board of Directors in 2015. It sets the course for all services operating under the Cabrini banner in Australia. Together, we seek to:

- Transform people's lives by identifying and responding to unmet needs
- Build partnerships and collaborations to maximise our reach
- Foster innovative approaches that will underpin future sustainability



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