

Our people are the heart and soul of our care and services. We are committed to providing safe, supportive, and positive environments for our team, and our clients, to thrive in.

We respect and value the individuality of each person, including age, gender, sexuality, ability, religion, values, cultural identity, language, upbringing, skills, and experience. Genuine relationships are at the heart of our homes and the ways we interact with each other.

Curtin Heritage Living

- Respects and values diverse ways of thinking and working
- Provides structures, systems, and support to maintain the health, safety, and wellbeing of our people
- Encourages, and requires, our people to continuously learn and grow, and to seek opportunities to develop their passions
- Actively engages our people to design organisational processes, procedures, and plans
- Supports our people to be curious about their own ideas, emotions, and actions, and to develop positive relationships with others

We will

- Provide safe, effective, and supportive working environments for our people, and ways for reporting concerns
- Plan, design and deliver culturally appropriate services and supports, and create diverse workplaces to ensure we meet the needs of our people, our clients, and the communities we support
- Recruit people who can deliver on our Philosophy of Care, and not solely based on skills, experience, and qualifications
- Ensure team members are appropriately trained, qualified and possess the necessary skills to deliver safe, effective, high quality, and compassionate care
- Provide information, training, instruction, or supervision to protect our people and our clients
- Ensure team members are clear on their responsibilities, accountabilities, and duties
- Encourage clients, team members, volunteers, contractors, and those who we encounter to speak up without fear regarding behaviour that is inconsistent with our ethical culture
- Swiftly and appropriately manage team members who do not demonstrate our high behavioural standards relating to honesty, openness, integrity
- Monitor and measure the satisfaction of our people, along with feedback, accidents, and incidents to continuously improve our care and services through our people