



Murray Haven Homes
A Centre of Excellence for Regional
Aged Care

Our Strategy 2022-2026

October 2022



MURRAY HAVEN HOMES

AGED CARE HAS ALWAYS BEEN IMPORTANT IN BARHAM AND THE REGION

Barham is a community where people care for each other. This is especially true about our older residents.

The Board believes that we should keep the management of our aged care services local so that we are accountable to the local community.

MURRAY HAVEN HOMES' VISION

Murray Haven Homes will be a pre-eminent provider of remote regional aged care, embedded in the local community, supporting ageing people in living a full life in the community and while in care. Care will be a seamless mix of hospitality and clinical support that consistently targets the needs of each consumer and their family and supporters.

MURRAY HAVEN HOMES' MISSION

The Mission of Murray Haven Homes is to meet the needs and wishes of ageing people (clinical and lifestyle) within a high-quality residential care facility. Murray Haven Homes will progressively expand its role to include ageing people living in the community through expanded respite and home care packages.

MURRAY HAVEN HOMES' VALUES

The Board and management at Murray Haven Homes is committed to providing an exceptional aged care program for this community. To provide an exceptional service, the Board must attract skilled employees who are committed to its values. All decisions about the service, its management, its culture and its consumers will be tested against traditional Murray Haven Homes' values. These are contemporary expectations so they are accessible to community, management, employees and consumers.

OUR SERVICE IS DRIVEN BY VALUES IMPORTANT TO OUR COMMUNITY

EVERY RESIDENT AND FAMILY WILL BE TREATED ACCORDING TO THESE VALUES

RESPECT

- Employees and managers are expected to treat residents with respect. Maintaining individual dignity is a primary expectation in all of our work.
- Employees and managers are expected to always treat each other with respect. Where there are differences, they must be discussed and different views heard and responded to.
- All employees acknowledge that each role is equally important to the successful operation of Murray Haven Homes.

EMPOWERMENT

- Age or status is not a reason to remove a person's decision making or dignity. All involved at Murray Haven Homes will seek to empower residents to lead a full life according to their wishes and capacity.
- Different employees will have different skills and qualifications. All are expected to work in collaboration in the best interests of Murray Haven Homes' residents.
- A great outcome in aged care is achieved only through team effort.
- Choice is to be offered and respected, wherever this is possible. Restriction of individual choice must always be justified and the reasons recorded on file.

INTEGRITY

- Directors and managers are expected to be honest with each other involving all members of the team in discussion on care plans and on the service and its future.
- Managers and staff must always follow through on undertakings.

INNOVATION

- It is a changing world and regional centres are directly impacted by change.
- Murray Haven Homes believes it has to innovate to remain competitive with other larger providers.
- All levels are expected to be open to change, and look for ways to do things better. All decision making should involve consideration of how to improve what is offered.

LEARNING AS YOU WORK AND LIVE

- Learning is part of the Murray Haven Homes' program. The centre will offer learning opportunities to clients and staff.
- Staff at Murray Haven Homes are expected to participate in learning around their jobs both in technical terms and in the delivery of collaborative team services.

EXCELLENCE IN CARE

- There is only one position where Murray Haven Homes wishes to continue as a smaller community-based service and that is through the pursuit of excellence in all that it does.

**TO SERVE THE
COMMUNITY AND
DISTRICT, THE
BOARD HAS
COMMITTED TO THE
FOLLOWING
STRATEGIES**

Strategy 1 | Developing and Delivering Excellence in Aged Care

Goal | Murray Haven Homes as a “centre of excellence” in rural and remote aged care.

Strategy 2 | Community Engagement in Aged Care

Goal | The community in Barham-Koondrook engaged with the facility both in day-to-day contact care and in financial support.

Strategy 3 | Training and Learning

Goal | Murray Haven Homes as a centre of continuous learning both for residents and employees.

Strategy 4 | Sound Management & Administration

Goal | A service which generates resources to offer excellence and which administers its service in a way that provides opportunities for innovation, training and service development.



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