



ACCV

Strategic Plan

2010-
2013

the future **starts now**

Aged & Community Care Victoria - An Overview

Aged & Community Care Victoria (ACCV) is the single and united voice within Victoria for providers and other organisations associated with aged and community care. This includes residential care, community care, retirement or independent living and bush nursing.

ACCV is a membership organisation striving to strengthen the capacity of our aged care system to successfully meet the needs of our ageing community into the future.

The **ACCV Strategic Plan** provides a framework from which ACCV will operate for 2010 to 2013. This includes the manner in which ACCV follows its mission and values, and our Vision for the aged care industry by 2019.

The Plan also includes the Code of Ethical Conduct where all ACCV accredited members commit to provide the best possible quality of life for older Victorians.

Importantly, the **ACCV Strategic Plan** also outlines the strategic priorities ACCV aims to meet for the period of 2010 to 2013.

The **ACCV Strategic Plan** is reviewed on an annual basis by the ACCV Board following input by members through the ACCV Management Team.

Core ACCV Statements

Mission

ACCV exists to promote, encourage and assist the health and care needs of the aged and community care clients and support its members in a professional and ethical manner, to provide accurate relevant information, services and advice and to provide leadership in the aged and community care sector.

Organisational Purpose

- > ACCV is the influential voice for aged and community care in Victoria
- > ACCV contributes positively to the improvement of aged and community care practice
- > ACCV presents information in a meaningful and credible manner
- > ACCV makes a positive contribution to the improvement of aged and community care practice on a national level

Organisational Values

Our values underpin ACCV's operating processes and behaviours:

- > Professionalism, openness, objectivity, integrity, and adherence to high ethical standards
- > The diversity and individuality of its members
- > The willingness of individual member organisations to contribute to the aged and community care sector
- > Commitment to the enhancement of skills and expertise both within ACCV and within its member organisations

ACCV

Strategic Priorities – 2010-2013

	Goal	Objectives
1	A well resourced and sustainable industry	<ul style="list-style-type: none">> Actively promote the vital importance of a sustainable aged and community care industry that:<ul style="list-style-type: none">>> Delivers high quality services for clients in their care>> Provides access to a continuum of care and accommodation from in home through to specialist accommodation>> Increases choice for older Victorians and their families>> Provides the best quality of life for older Victorians supported by an aged care system that meets lifestyle and care needs> Build a capable workforce; attract and retain staff> Strive for an industry with financial viability and sustainability> Educate, influence and support strategies that ensure sustainability (environmental, financial, cultural and social)
2	One message. Many voices.	<ul style="list-style-type: none">> Drive the creation of a single national industry association for aged and community care> Proactively nurture and develop robust partnerships and relationships with key stakeholders, including politicians and media, to position the message so that ACCV is recognised as the united voice of the industry> Be the front of mind, single industry body for aged and community care in Victoria> Provide industry leadership related to aged and community care> Harness the resources of many voices to deliver one message> Enhance the positive image of the industry

	Goal	Objectives
3	Be the font of industry knowledge	<ul style="list-style-type: none"> > Be a leader in strong and informed industry research, policy and practice > Monitor and respond to industry trends and analysis > Promote alternative business and governance models > Promote positive ageing and health promotion and participation of older Victorians in our community
4	Effective and efficient governance and management of ACCV to maximise values, services and benefits to members and staff	<ul style="list-style-type: none"> > Actively retain and extend the ACCV membership base > Govern the affairs of ACCV in an effective and professional manner > Develop a range of innovative and value added services for members that advance their interests > Be an Association of choice that attracts and retains high quality staff > Provide vocational education, short courses and seminars in response to industry needs



1: Positive ageing within our communities

As Victorians age, they will be supported to maintain the best possible health as well as their interests, social and community connections.

2: A responsive service system

A network of aged and community care services that are integrated with the broader health, housing and human service system.

3: A vibrant and capable workforce

A workforce that is inspired, skilled and valued so older Victorians experience quality care and a fulfilling life.

4: A financially viable and environmentally sustainable industry

A financially secure and green industry that meets the needs and expectations of our ageing population.

5: An accessible and quality aged care system

All Victorians can access and depend on high quality aged and community care services.

ACCV Member Code of Ethical Conduct

As an accredited member of Aged & Community Care Victoria, all members are obliged to contribute to the high reputation of the industry and abide by a Code of Ethical Conduct.

Members commit to being accountable and transparent in all financial, social and environment aspects of their organisation to promote sustainability of the industry by:

Committing to the provision of high quality care and standards in a manner that serves the best interests of residents and clients.

Recognising personal, social, spiritual and recreational needs as well as physical ones.

Providing an appropriate level of care to all clients on the basis of need regardless of gender, race, nationality, religion or belief.

Treating clients with respect, dignity, confidentiality, warmth and friendship.

Complying with all legal and statutory requirements and if sanctions or issues requiring attention are identified, to act quickly to rectify the issue of concern.

Pursuing continuous improvement through all facets of service delivery.

Managing their organisation in a manner that promotes the integrity of the aged and community care industry.

Keeping up to date with contemporary business practices to enable the efficient delivery of individualised quality outcomes.

Supporting ACCV in its endeavour to support government to improve the aged care industry, by commenting on and providing feedback on various issues, as requested by ACCV from time to time.

Advising ACCV of any known issues that may hinder or affect a member's capacity to provide quality services and/or attract media comment or coverage.

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