

We treat all **residents** with fairness, respect, and value. We embrace all individual differences and provide inclusive, responsive care that ensures equal access to services and opportunities.

Our **workforce** is carefully chosen and trained to provide compassionate, confidential, non-judgmental care that actively prevents discrimination and ensures meaningful support.

Our **organisation** respects your identity, culture, language, and personal preferences. Your choices, voice, and feedback guides us in providing care that truly matters to you.

Our **environment** is welcoming, safe, and accessible, so you can move freely, are comfortable, and feel at home because your comfort matters to us.

We help you stay connected to your **community** by working with local groups, volunteers, families, and community services to support your preferences.

Our purpose

Delivering peace of mind with our care.

Our values

Respect

We protect the dignity, rights and values of individuals.

Accountability

We are all responsible for working safely and with integrity.

Connection

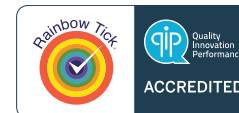
We develop vibrant and supportive relationships based on warmth and generosity.

Like to know more about ElderPRIDE?

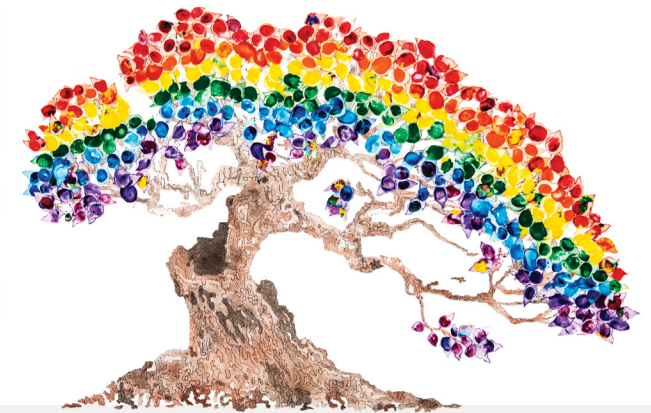
Visit www.eldercare.net.au

An Eldercare LGBTIQ Advocate is available to assist you if required.

E: admin.headoffice@eldercare.net.au



Our commitment to diversity and inclusion



The Diversity Tree: “Each leaf is unique; just as every person is unique.”

Welcome to our safe, inclusive, and supportive community that celebrates diversity.

Embracing diversity providing care

Our model of care is built on inclusivity. We recognise and respect diversity, ensuring that every individual's unique needs are supported.

- Aboriginal or Torres Strait Islander Peoples, including the Stolen Generations.
- Veterans or war widows.
- People who are from culturally, ethnically, and linguistically diverse backgrounds.
- People who are financially or socially disadvantaged.
- People experiencing, or at risk of experiencing homelessness.
- Parents and children separated by forced adoption or removal.



Eldercare supports my language and food preferences. I am also supported to stay connected with my community.

- Adult survivors of institutional child sexual abuse.
- Care leavers, including Forgotten Australians, and former child migrants placed in out of home care.
- People who identify with the lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) community, or are gender diverse or bodily diverse.
- An individual with a disability or mental ill-health.
- People who are neurodivergent.
- People who are deaf, deafblind, vision impaired, or hard of hearing.
- People living with cognitive impairment including dementia.
- People who live in rural, remote, or very remote areas.



Eldercare is mindful of my life experiences, perspectives and feelings. I feel safe and supported making decisions about my care.

We value your individuality. If you identify with any of the diverse groups listed, please share this with our team so we can better understand and support your needs.



Eldercare helps me take part in activities and I benefit from accessible care and services.