Our Vision
The community, as individuals and collectively, values and embraces death and dying as an integral part of life.

Our Mission
Albany Community Hospice is a leader in the provision of expert palliative care, education and support so all members of the community can experience death with grace in a manner and place of their choice.

Our Values
➢ Compassion and caring
➢ Integrity
➢ Respect
➢ Inclusive and judgement free
➢ Teamwork and collaboration
➢ Excellence
➢ Innovative

Goal 1: Effective Board Governance
• Ensure adherence to best practice Board Governance practices
• Undertake a review of Board and Committee structure and membership
• Develop and endorse a position on voluntary assisted dying

Goal 2: Financial Sustainability
• Ensure regular reviews of funding framework
• Implement a robust risk management framework
• Develop fundraising strategy and program
• Negotiate service agreements with private health insurers
• Establish fee for service in-hospice palliative care options

Goal 3: Operational Excellence
• Ensure excellence in clinical governance
• Review structure of Hospice & Clinical Nursing Management roles/functions
• Expand support for psychological and social needs for guests and families
• Review layout and functionality of Hospice facility
• Develop an effective operational communications strategy
• Review Hospice IT systems, infrastructure and security
• Develop an environmental strategy

Goal 4: Valuing Our People
• Become an Employer of Choice (EoC) and ensure adherence to EoC principles
• Prepare, and implement, a workforce development plan
• Develop and implement, a volunteer management & recognition strategy
• Establish a Bright Ideas internal suggestions program

Goal 5: Community Connections
• Develop and implement a marketing strategy for all Hospice services
• Ensure effective management of the Hospice’s on-line brand
• Collaborate with community organisations and other service providers to foster and enhance the delivery of palliative care in our community
• Actively participate in programs that develop the capacity of the community to care for their own
• Develop and deliver palliative care and death literacy community education and awareness programs

Goal 6: Explore innovative opportunities in Hospice Services
• Explore new service delivery options including, but not limited to:
  o Hospice Wishing Well program designed to identify, and fulfill, the wishes of people with life-limiting conditions
  o Fee for service in-home palliative care services
  o Development and marketing of palliative care related training materials
  o In-house palliative care educational, training and work experience programs
  o Digital palliative care services