



Strategy Statement

Harbison is an established, government accredited, community owned organisation focused on residential aged care in Burradoo (Bowral) and Moss Vale.

Our business objective is to measurably improve the lives of as many people in the Southern Highlands and surrounding areas as possible.

Our key stakeholders are our customers and staff.

We will differentiate ourselves with customer experiences, products and services designed to provide our customers with maximum choice, dignity and control.

We will compete on quality of care, accessibility, and value.

To achieve these outcomes, we will:

- Expand our range of services and the settings in which they can be delivered,
- Provide specialised care services relevant to a wide range of people,
- Innovate where there are clear benefits for our key stakeholders and our sustainability,
- Create new alternatives to traditional aged care accommodation, and
- Demonstrate a person-centred culture based on quality of life.

Our Vision, Mission and Values

Vision

Together we create a community that is the best place to grow old in the Southern Highlands.

Mission

We exist to support and nurture older people to maintain meaning and purpose in their lives.

Harbison
PO Box 349
Bowral NSW 2576
T 02 4868 6200

ACN 001 507 642
ABN 23 001 507 624
admin@harbisoncare.org.au
www.harbisoncare.org.au

Burradoo
2 Charlotte Street
Burradoo NSW 2576
F 02 4868 6476

Moss Vale
36 Yarrowa Road
Moss Vale NSW 2577
F 02 4869 3214



Values

Respect

We believe each person is unique and worthy of respect, dignity and inclusion. We respect this individuality by being sensitive to each other's feelings, and treating each other with consideration, kindness and compassion. We listen and are patient. When we share respect, we enhance well-being and transform lives.

Authenticity

We are true to our cause and are genuine in everything we do. We courageously do the right thing. Our heartfelt approach is sincere, honest and trustworthy. We genuinely care. We are open, down to earth and say what we mean. We reliably honour our commitments.

Dedication

We are whole-heartedly devoted to making a difference in the lives of older people. Our dedication spurs us to go the extra mile. We are committed, engaged, hard-working and reliable. With dynamic enthusiasm, we are responsive, look for opportunities and make things happen. We are full of energy and love what we do.

Optimism

We choose a positive outlook and take a hopeful view of the world. We find positivity in tough times. We see the good things first and anticipate a better future. We believe in the ability of people to strive for better lives. We look at challenges from all angles and look for the opportunities. Optimism is what allows us to persist, be resilient and to inspire those around us.

Commitment to Quality Care

We are committed to delivering safe and high-quality care that optimises the health, wellbeing and quality of life of our residents.

This is not possible without our dedicated and qualified staff. We invest substantially in the training and development of our people to ensure we attract and retain the best.

We deliver high-quality care through continuous improvement. We encourage feedback and take an innovative approach. This inspires us to develop smarter ways, better designed homes and create truly personalised care and superior services.

Each member of our team is focused on making Harbison an enjoyable place where everyone belongs.

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Governance

Harbison is a community-owned not-for-profit company, limited by guarantee and registered as a charity. The overall governance of the organisation is the responsibility of the Board of Directors who are appointed by the members of the company.

The day-to-day management of Harbison is the responsibility of the Chief Executive Officer overseen by the Board of Directors. In managing the day to day affairs of Harbison the Chief Executive Officer is supported by a small executive team. The company employs more than 300 full-time, part-time and casual staff.

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