

Dignity | Empowerment
Cultural Sensitivity | Respect



St. Anna's
Residential & Home Care

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Dignity

**"Every soul is beautiful and precious;
worthy of dignity and respect and
deserving of peace, joy and love"**

St Anna's staff specialise in humanity, an essential quality of resident and home care. Treating our residents and clients as individuals worthy of dignity and respect. Dignity is ever present, our residents and clients are in control, valued, confident, and if possible are able to make decisions for themselves. Small acts of kindness are evident and we proudly see daily trust and connection between residents, clients and staff. Ongoing contact, empathy and warmth is an important aspect of care at St Anna's.

Empowerment

"Aging is just another word for living"

Residents and home care clients have the final say in how their care is delivered - creating a partnership in care between the resident or client, staff, friends and families. The residents and clients are encouraged to share in the creation of their own clinical and lifestyle plan to ensure we all support the resident and client to live the best life they choose to live. The residents and home care clients at St Anna's are empowered to create a community of inclusion for all. Choice is a right for all our residents alongside consultation, independence and communication - these are the mantras at St Anna's.

Cultural sensitivity

**"Strength lies in differences not
in similarities"**

We acknowledge everyone has a story to tell and a life full of rich history. St Anna's value every person's individual needs and work hard to ensure that dignity and freedom of expression are retained and celebrated. We ensure that ongoing training and education is provided for every staff member to ensure they work with a culturally sensitive approach. St Anna's employ culturally and linguistically diverse staff to care for our residents and home care clients. Our menu, services and activities are planned alongside residents taking into consideration cultural, spiritual and individual needs and incorporated into the provision of care.

Respect

**"It costs nothing to treat someone
with respect"**

St Anna's uses a person-centred rather than task-centred approach to care, this allows for recognition of the whole person. It includes respecting the value of that person's previous history and experience as well as their immense worth as an adult human being. St Anna's staff are encouraged to think and act with regard to the resident and client point of view, to be respectful and to have due regard for and to assist those in their care to maintain confidence and a positive self-esteem.