

VISION, MISSION AND VALUES AND CODE OF CONDUCT

OUR VISION

To be recognised as a community where people thrive through independence, connection and exceptional support.

OUR MISSION

At Settlers Village, we partner with residents, families and our team to create a community where people can live independently, supported to achieve their goals and enjoy life.

We achieve this by:

- Respecting choice, independence and individuality
- Providing safe, responsive and person-centred services.
- Creating opportunities for connection and participation.
- Working together as one team.
- Listening, learning and continuously improving.

OUR VALUES

Compassion

We care with kindness and empathy.

Connection

We build meaningful relationships that create belonging, purpose and wellbeing.

Respect

We honour every person's choices, individuality and life experiences.

Integrity

We are honest, accountable and do the right thing.

Excellence

We continually learn, improve and deliver the highest quality service.

VISION, MISSION AND VALUES AND CODE OF CONDUCT

OUR CODE OF CONDUCT

At Settlers Village, we believe that every interaction matters. Our residents have chosen Settlers Village as their home. Every colleague, volunteer, contractor and visiting professional contributes to creating a safe, welcoming and respectful community where people can live independently, age well and enjoy life. Whether a resident lives fully independently or receives daily support, they can expect the same respect, dignity and quality of service.

Our Code of Conduct sets the standard for how we serve, support and work with those who place their trust in us. It reflects our values and supports our commitment to delivering safe, welcoming and person-centred services. Every member of the Settlers Village team is expected to uphold the following principles.

1. We Put Residents First

Residents are at the heart of every decision we make.

We will:

- Respect each resident's individuality, dignity and choices.
- Support each resident's independence, whatever that looks like for them.
- Deliver services that reflect each person's goals, preferences and needs.
- Protect residents' privacy and confidentiality.

Every decision starts with what matters most to the resident.

2. We show Compassion

We recognise that small acts of kindness make a big difference.

We will:

- Treat everyone with kindness, empathy and respect.
- Listen without judgement.
- Be patient and understanding.
- Take the time to know our residents.
- Support residents and families through life's important moments.

Compassion turns everyday moments into meaningful ones.

VISION, MISSION AND VALUES AND CODE OF CONDUCT

3. We Promote Independence

Independence is central to how we support every resident.

We encourage residents to:

- Make their own decisions
- Pursue their interests
- Maintain their abilities
- Take positive risks where appropriate
- Live life in the way that is meaningful to them

Our role is to support independence not replace it.

4. We Create a Safe Environment

Safety is everyone's responsibility.

We will:

- Follow policies and procedures.
- Speak up if something doesn't seem right.
- Report hazards immediately.
- Protect residents, visitors and colleagues.
- Promote physical and psychological safety.
- Support a workplace free from bullying, harassment and discrimination.

Everyone deserves to feel safe, respected and supported.

5. We Work as One Team

Every department contributes to resident wellbeing. There is no "that's not my job."

We will:

- Support one another.
- Communicate openly.
- Share information appropriately.
- Work collaboratively across departments.
- Respect the contribution of every colleague.

When we work together, our residents receive a better experience.

VISION, MISSION AND VALUES AND CODE OF CONDUCT

6. We Communicate Respectfully

How we communicate shapes our culture.

We will:

- Speak respectfully.
- Listen actively.
- Provide constructive feedback.
- Resolve concerns professionally.
- Maintain confidentiality.
- Avoid gossip and behaviour that damages trust.

Respectful communication builds the trust our community depends on.

7. We Respect Diversity

We value the unique experiences, beliefs and backgrounds of every person.

We will:

- Welcome people of all cultures, faiths and life experiences.
- Adapt our approach to reflect individual beliefs and preferences.
- Challenge behaviour that excludes or diminishes others.
- Ensure every person feels they belong.

Diversity makes our community richer.

8. We Act with Integrity

We always do the right thing, even when no one is watching.

We will:

- Be honest and trustworthy.
- Accept responsibility for our actions.
- Report mistakes and incidents promptly.
- Declare conflicts of interest.
- Maintain professional boundaries.
- Use organisational resources responsibly.

Integrity is the foundation of the trust our community places in us.

VISION, MISSION AND VALUES AND CODE OF CONDUCT

9. We Are Accountable

Every colleague is responsible for maintaining the reputation of Settlers Village.

We will:

- Be punctual and reliable.
- Maintain a professional appearance.
- Perform our duties competently.
- Follow lawful directions.
- Comply with all relevant legislation, policies and procedures.
- Use information responsibly and maintain confidentiality.

Accountability means every colleague can be trusted to do their part.

10. We Pursue Excellence

We are committed to continuous improvement.

We will:

- Seek feedback and act on it.
- Invest in ongoing education and development.
- Share ideas across the team.
- Learn from incidents and near misses.
- Embrace innovation in how we work.

Excellence is a habit, built through everyday effort.

Our Commitment to Each Other

Settlers Village is committed to providing every colleague with:

- A safe and respectful workplace.
- Appropriate equipment and resources.
- Education and professional development.
- Supportive leadership.
- Opportunities to contribute ideas.
- Recognition for positive contributions.

This is how we build a culture where everyone is treated fairly and with respect.

VISION, MISSION AND VALUES AND CODE OF CONDUCT

Speaking Up

We encourage all colleagues to raise concerns, ask questions and suggest improvements.

Every concern will be treated respectfully and confidentially.

Speaking up helps us improve the services we provide and strengthens our workplace culture.

Our Community Promise – The Settlers Promise

At Settlers Village, every interaction shapes someone's experience. Whether welcoming a visitor, maintaining our grounds, supporting a resident or answering the phone, we each contribute to creating a community where people feel safe, connected, respected and proud to call home.

Together we:

- Support independence.
- Build meaningful connections.
- Welcome everyone with compassion.
- Act with integrity.
- Take pride in our community.
- Strive for excellence every day.

We Welcome Feedback

We value feedback because it helps us improve. We encourage residents, families, visitors and colleagues to:

- Ask questions
- Share ideas
- Raise concerns
- Celebrate success

We listen. We respond. We improve.