

COMMITMENT CHARTER

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Lady Clark Centre Inc. is a registered charity and community based not for profit organisation providing retirement living accommodation.

The organisation has a philosophy of “Residents First”.

OUR PURPOSE

To provide safe, affordable, lifetime tenancy rental accommodation for financially vulnerable retirees.

OUR MISSION

Our mission is to support the provision of quality accommodation and living facilities for members, which is affordable, accessible and attainable for residents receiving a Commonwealth Pension.



OUR VALUES

In developing and implementing the Strategic Plan, the Lady Clark Centre Inc. acts consistently with our core values:

QUALITY

We strive for consistent quality across all services. We seek to build strong, respectful and transparent relationships between residents, families and community. We will listen, share and value thoughts, ideas and opinions in partnering with others and actively facilitate participation and promote cohesion within the community.

RESPECTING DIFFERENCE

We value, work with, and encourage acceptance of diversity in the community and the right to equitable treatment and inclusion.

INTEGRITY & ACCOUNTABILITY

We ensure informed, ethical and transparent use of resources. Our conviction, passion and integrity guide our work.

INNOVATION

We continually reflect on our work to improve practice and ensure relevant and responsive service provision.

COLLABORATION

We share knowledge, partner and foster relationships working with others to achieve positive outcomes for residents, their families and the community.

LEADERSHIP

We lead the organisation to provide a retirement village that is socially, economically and environmentally responsible now and into the future.

OUR STRATEGIC AIMS

Lady Clark Centre Inc. is committed to ensuring that all aspects of our work are conducted with care, transparency and professionalism.

Lady Clark Centre Inc. operates in a collaborative manner to foster positive partnerships and alliances.

Lady Clark Centre Inc. will act responsibly to ensure financial sustainability now and into the future.

Lady Clark Centre. Inc will continue to remain progressive and a socially responsible organisation.



CUSTOMER CHARTER

1. Our purpose is to provide you with quality lifestyle, and retirement living accommodation options which are affordable.
2. We will treat you with respect and dignity with all dealings.
3. We will ensure that intending Residents are guided throughout the entire process relating to our retirement village and accommodation options, and provide 'you' with financial information that is 'simple language' to understand.
5. We provide dedicated staff to oversee the retirement village to meet high expectations.
6. We will continually monitor service levels through research, feedback and experience insight to improve service.
7. Technology is a business priority, to ensure our services are more convenient and accessible for you.
8. We will acknowledge and respond to feedback and complaints transparently, fairly and quickly.

