OUR VALUES

How we care, work and lead at Rosewood



ROSEWOOD
welcome home



OUR HISTORY

Rosewood has served Western Australia's aged community since 1953. The company began as an infirmary and was the founding institution behind Meals on Wheels. Meals on Wheels was founded in January 1954 when the importance of delivering older Australians hot, healthy meals became apparent. Within a year, Meals on Wheels was delivering to the community five days a week.

On 23 August 1957, the main kitchen was established at 67 Cleaver Street. A social centre for locals also offered seniors a variety of services, including hairdressing and craft sessions. Shortly after, the committee purchased a cottage next door and began to provide a home for elderly men and women.

Over time, the provision of aged care blossomed and continues to grow today. Our perseverance in the industry stems from a genuine desire to provide the elderly with care and compassion.

We are humbled and thankful that our residents allow us to share in and improve their everyday experiences.





FOREWORD

For more than 70 years, Rosewood has been shaped by service, care and community. That history matters – it connects us to our purpose, to support people with dignity, compassion and respect.

Our refreshed values reflect the standards we hold ourselves to and the culture we are building. At its heart is a simple goal – to authentically care for residents, to create a sense of belonging, to foster a place where people can work, live and age with respect.

Building a safe and trusting community starts with HOME – Humility, Ownership, Mindfulness and Empathy.

These values guide our work every day in a busy and challenging environment. They are what families rely on when they entrust us with the care of their mum and dad, partner or loved ones during an important and often emotional time in life.

Every person who becomes part of the Rosewood family brings a unique life story. Our role is to honour that journey with humanity, kindness and understanding.

At Rosewood, we strive to be authentic in our care and accountable in our actions. We look to our community of employees and residents to help us live up to these values each day.

HOME is the foundation of Rosewood. Our promise is to turn these values into everyday behaviours that support safe, respectful and high-quality care for our communities for the next 70 years and beyond.



A MESSAGE FROM THE CEO

There is something special about the people who choose to work in aged care. It takes a particular kind of heart - one that finds meaning in the small moments, the quiet conversations, the steady presence that lets someone know they are seen and valued. I see that heart in the Rosewood team every day, and it is something I am deeply proud of.

Our HOME values - Humility, Ownership, Mindfulness and Empathy - were not written to sit in a booklet. They were written because they already live in the way so many of you show up for our residents and for each other. This booklet is simply our way of naming what we believe, so we can nurture it together.

Every resident who calls Rosewood home has a lifetime of stories, relationships and experiences behind them. Our privilege - and I truly mean privilege - is to walk alongside them with kindness and care. When we get that right, it is because of you.

I also want you to know that living our values means feeling safe to speak up. If something doesn't feel right, if a situation doesn't reflect the warmth and respect we stand for, please say so. That kind of honesty is an act of care too - for our residents, for one another and for the culture we are building together.

HOME is at its best when we all carry it. Thank you for being the kind of people who do.



OUR ‘WELCOME HOME’ PROMISE

At Rosewood, our purpose is to provide safe, respectful residential aged care that recognises the lived experience of everyone who calls Rosewood home.

Whether we are supporting our residents or our colleagues, our values guide how we care, how we work and how we lead. They shape how we support each other and how we respond when something doesn’t feel right.

Our values are grounded in listening to our people and our community. They translate our Welcome Home promise into everyday behaviours that support quality care, safety, dignity and trust.

This booklet is a practical guide to living our values. It is not a policy or a rulebook. It exists to support good decisions, encourage speaking up and provide a shared understanding of what **HOME** looks like in action at Rosewood.

HOW TO USE THIS BOOKLET

Consider this booklet a practical tool to support you in your everyday work in providing day-to-day care and support:

- When making decisions that affect residents, families and colleagues.
- As we provide or accept feedback.
- When we are concerned that something doesn't feel right.
- As we reflect on how we work together.





OUR VALUES HELP GUIDE BEHAVIOUR, ESPECIALLY IN MOMENTS OF PRESSURE, UNCERTAINTY OR CHANGE.

HOME IS OUR HEART

HUMILITY

We lead and care with respect, openness and compassion

Humility means recognising the dignity, experiences, and choices of every person. We treat others with kindness, listen with openness, and remain willing to learn, improve, and work together with respect and compassion.

OWNERSHIP

We take responsibility and speak up to keep people safe

Ownership means being accountable for our actions, following things through, and speaking up when something is not right. We support each other to create a safe, trustworthy environment where people feel protected, heard, and cared for.

MINDFULNESS

We act with intention, professionalism, care and create moments of connection and joy

Mindfulness means being present, thoughtful, and intentional in how we work and interact with others. We stay aware of the impact of our words and actions, creating calm, connection, professionalism, and meaningful moments of care each day.

EMPATHY

We listen, understand and respond with compassion

Empathy means taking the time to truly listen, understand different experiences and perspectives, and respond with care and compassion. We create an inclusive environment where people feel valued, respected, supported, and connected.

HUMILITY

WE LEAD AND CARE WITH RESPECT, OPENNESS AND COMPASSION

HOW WE SHOW THIS EVERY DAY

- Treat every person with dignity, kindness, and respect
- Listen openly and value different perspectives and experiences
- Be willing to learn, accept feedback, and ask for support when needed

IN PRACTICE

- Asking a resident how they would like their care provided rather than making assumptions
- Listening respectfully when a team member offers feedback or a different perspective
- Asking for guidance or clarification when unsure about the best approach to care

WHAT THIS DOES NOT MEAN

- Thinking we know best without listening
- Dismissing the ideas, choices, or contributions of others
- Acting defensively when receiving feedback

ASK YOURSELF

- Am I listening with openness and respect?
- Am I valuing this person's perspective and choices?
- Am I willing to learn and improve?

OWNERSHIP

WE TAKE RESPONSIBILITY AND SPEAK UP TO KEEP PEOPLE SAFE

HOW WE SHOW THIS EVERY DAY

- Take responsibility and follow things through
- Speak up when something doesn't feel right
- Communicate clearly to support safe, consistent care

IN PRACTICE

- Asking questions or seeking support when unsure
- Following up after handover to ensure important care tasks are completed
- Escalating changes or risks early to keep people safe

WHAT THIS DOES NOT MEAN

- Ignoring problems or assuming someone else will act
- Staying silent when something is wrong
- Avoiding difficult conversations or accountability

ASK YOURSELF

- Am I taking responsibility for my actions?
- Am I speaking up to keep people safe?
- Am I following things through properly?

MINDFULNESS

WE ACT WITH INTENTION, PROFESSIONALISM, CARE, AND CREATE MOMENTS OF CONNECTION AND JOY

HOW WE SHOW THIS EVERY DAY

- Be present and give full attention to the person in front of you
- Communicate calmly, clearly, and respectfully
- Stay aware of how our words and actions affect others

IN PRACTICE

- Pausing, listening, and avoiding rushing interactions or tasks
- Reassuring others calmly during stressful moments
- Creating connection through kindness, humour, and support

WHAT THIS DOES NOT MEAN

- Rushing or reacting without thinking
- Ignoring how others feel or what they need
- Letting stress affect how we treat others

ASK YOURSELF

- Am I fully present right now?
- Am I creating calm, connection, or joy?
- Am I responding thoughtfully and professionally?

EMPATHY

WE LISTEN, UNDERSTAND, AND RESPOND WITH COMPASSION

HOW WE SHOW THIS EVERY DAY

- Consider how others may be feeling before reacting
- Respect each person's needs, feelings, and choices
- Show compassion and support during difficult moments

IN PRACTICE

- Sitting with someone who is upset and giving them time to talk
- Adapting your approach when someone is distressed or communicates differently
- Supporting residents, families, and team members who are having a difficult day

WHAT THIS DOES NOT MEAN

- Assuming we understand without listening
- Feeling sorry without taking action or support
- Crossing professional boundaries

ASK YOURSELF

- Am I really listening and trying to understand?
- Am I responding with kindness and respect?
- Am I supporting this person in a meaningful way?

LIVING OUR VALUES EVERY DAY

Our **HOME** values guide how we care, work and lead together. They support quality care, safety and a sense of belonging for the Rosewood community.

If something does not feel aligned with these values, we encourage you to speak up. Living our values is a shared responsibility and our culture is strongest when we live them together.







Humility
Ownership
Mindfulness
Empathy

ROSEWOOD
welcome home

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