Ageing Well

The Benevolent Society's Model of Care

Ageing Well with The Benevolent Society is underpinned by our values of integrity, respect, collaboration, effectiveness and optimism, and the pillars on which we have built our Model of Care: person-centred, connected, effective, safe and well-governed.

The Benevolent Society's vision is for a just society where all Australians can live their best life. We are a human rights-based organisation that has been supporting Australians since 1813. As one of Australia's first charitable organisations, our experience and values will support you in Ageing Well.

Person centred

Pillar 1

Ageing Well with The Benevolent Society means your rights, goals, and needs are at the centre of everything we do.

Connected

Pillar 2

When you are Ageing Well with The Benevolent Society, you are connected to your community, people, places and culture that matter most to you.

Effective

Pillar 3

We help you set goals and check in on your progress and outcomes to ensure you are Ageing Well with The Benevolent Society.

Safe and Well-governed

Pillar 4

We have strong governance mechanisms to ensure you experience safe, high-quality care and meaningful care outcomes.

Positive Client Journey

1. Care planning
We collaborate with you and your representatives to identify your needs, preferences and existing supports.

2. Care delivery
We deliver services to you to help you meet your goals. We support you to make informed choices about your care and services, and live the life you choose.

3. Monitoring and responding to changes in care needs
We prioritise your safety, health and wellbeing. We seek feedback from you, your family, and support people to understand and respond to your needs and choices.

4. Care review
We evaluate the quality and success of your care and services through a thorough review of your care plan.

benevolent SOCIETY
Your life. Your way.

benevolent.org.au

A2396 07/26