

Vision and Values

Cittamani Hospice Service Ltd Mission Statement

Cittamani Hospice Service Ltd offers professional home based palliative care to people who are dying and their families, by honouring individual choices and providing compassionate care.

Our Vision

Our vision is the creation of a healthy community for the terminally ill and their loved ones through the provision of a community hospice service. We believe that Hospice and Palliative Care is best provided under a Primary Health Care focus.

We aim to provide the highest quality service to people with terminal illnesses and their loved ones, from the time of diagnosis through the bereavement period. Our belief is that this service is best provided in a healthy and supportive community where death, dying and bereavement is openly discussed and accepted.

Promotion of healthy dying requires terminally ill adults and children and their loved ones to have choice in where and how they spend their remaining life. To support this choice, a range of in-patient and community services *plus* the availability of knowledgeable networks of community members are required to ensure continuity of care and the provision of high quality palliative and hospice care.

To Cittamani Hospice Service, *hospice* is a holistic approach to care rather than a place.

Our approach includes:

- holistic client-centred care
- hospice at home program
- multidisciplinary teamwork
- community participation
- hospital/general practitioner/community services collaboration
- a bereavement support program
- community and professional education in issues of death and dying
- a cottage hospice and day hospice is envisaged as a future development

Cittamani Hospice Service views itself as existing within a comprehensive and integrated health network, and acting as a model for community based hospice services both within Australia and overseas.

VALUE BASE

Our vision springs from a Buddhist value base, which includes: -

1. The value and dignity of all life

This finds expression at Cittamani in valuing all people equally, regardless of beliefs, values, personal preferences or social differences. We actively promote human dignity seeing our clients as whole beings with physical, emotional, spiritual and social dimensions. We recognise the basic human needs of kindness, co-operation and respect, and seek to establish these principles as the basis of all our individual, team, and corporate relationships. Since death is part of the cycle of life, we believe that people undergoing the dying process should not be separated from their everyday life and should continue to be valued as a full member of the family and community. Cittamani Hospice Service recognises that healing can occur on dimensions other than the physical with personal growth and high quality of life being possible for people right up until their death.

2. Compassionate service

We recognise suffering as a universal experience with compassion springing from this recognition. At Cittamani, compassion is expressed in a high quality service to terminally ill people and their loved ones. We aim to provide relief from physical, emotional, spiritual and social suffering while promoting the highest possible quality of remaining life.

The provision of a supportive open environment for the individual undergoing the dying process calls for the establishment of the same environment for carers and staff. As well as providing expert hospice care our staff strive for open, non-judgmental attitudes of acceptance and caring in relationship with their clients and each other.

3. Empowerment

Cittamani Hospice Service is committed to the empowerment of the client, their loved ones, and the community as a whole. This commitment is based upon the belief in human potential for individual and social development and the right to autonomy and free choice.

We are actively involved in the promotion and support of choice and control by terminally ill people and their loved ones. We affirm our client's ability to choose what is right and best for them. Effective choices can be linked to relevant knowledge. Cittamani Hospice Service is involved in the provision of education to individuals and the community on modern palliative care, and on living healthily during the dying and bereavement processes.

We are actively involved in the community we serve taking part in debate, research and appropriate advocacy towards the building of healthy Public Policy in the area of quality living for the terminally ill and their loved ones. Community involvement also includes participation by community members in the researching and management of Cittamani as well as participation in the volunteer program, which is an integral part of our service.

4. Universal Responsibility

We perceive individuals as existing within a state of interconnectedness with an understanding of being part of a larger human family. Within this context we share responsibility for the well being of other members of our community. This principle underpins the axioms of compassionate action and empowerment, directly translating into a collaborative working style and promotion of the sense of community.

Cittamani Hospice Service actively seeks collaboration with other health and community organisations in order to ensure continuity of care and the highest standards of care for all members of the community. All staff, both salaried and volunteer, actively participate in, and share responsibility for, the development and maintenance of the highest quality service we can collectively offer.