

The Laura Fergusson Trust Wellington is committed to the following service philosophy:

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The community works in partnership with people with disabilities to ensure equality of opportunity, quality of life and an environment which enhances full community integration, participation and partnership.

The Community has policies, procedures and guidelines which aim to provide accommodation and services which meet the reasonable needs of its residents regardless of who is the service purchaser. Support options are responsive, needs based and are as flexible as possible within the legislative requirements and operational possibilities

The community's focus is to ensure personal health of residents and promote quality of life and wellbeing by delivering high quality care through current best practice within the context of the social and physical environment.

The community aims to be a friendly, resident based service which provides high standards of care, continually working towards improving the services provided.

The community actively promotes Health and Safety by developing and maintaining work methods that promote individual and collective well being in all home and workplace environments. The community aims to identify all risks to residents and the service and to minimise their impact.

The Community works towards ensuring that all residents are involved in relevant aspects of service provision, have control over their own lives. The individual needs of each resident are met through a personalised planning process.

In order to better meet the cultural needs of all customers the Community works in partnership with the Tangatawhenua, and other ethnic identities.

The Community, in partnerships with its residents, aims to treat all relevant information sensitively, efficiently and legally.

As a charitable trust Laura Fergusson Community aims for the best use of people, time money and materials.

The Community has a commitment to ongoing development of its staff and residents, valuing the input of an appropriately skilled workforce.