



Our purpose is to provide the very best in personalised services to local people living with disadvantage, disability, injury or illness so they can achieve a strong life that aligns with their goals and ability.

## Our Vision 'Strong Life'

To achieve our purpose and vision we will continue to grow as an organisation, building our collective knowledge and resources to support our community and regional industry.

## Our Values

**Integrity:** We live our values, to be honest and ethical in all our dealings and accountable for our decisions and actions.

**Compassion:** We refrain from judgement so that we can appreciate other perspectives or situations that are different to each individual. We strive to care and assist other people in time of need.

**Accountability:** We value the ability to honour our commitments to clients, each other and our organisation. We take ownership of our work and promptly correct mistakes to uphold the highest standards possible. We take accountability for our own personal actions.

**Respect:** We respect the rights and choices of customers and employees.

**Empowerment:** We believe that customers and employees should be supported and assisted to realise their full potential.

**Excellence:** We strive for service excellence and business excellence in all that we do as individuals, as teams and as an organisation.