

VISION

Striving for exceptional care



PURPOSE

Working together to improve health and wellbeing for the communities we serve



VALUES

EMPATHY

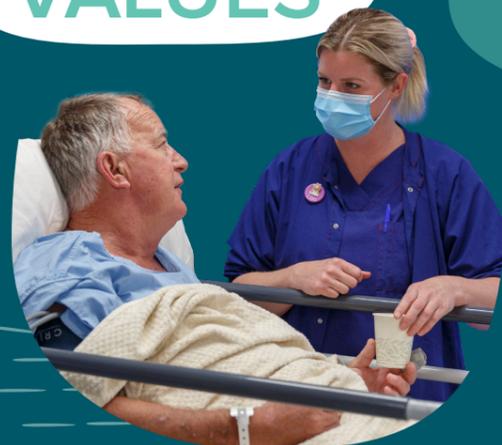
Compassion, communication and connection is central to how we care

TRUST

We do what we say, and deliver on our commitments

INCLUSION

We are part of the communities we serve and we work with others to do our best



PRIORITIES



Deliver equitable services

We strive to **understand the unique needs of diverse communities** to provide the equitable and accessible care they value. We work with **Aboriginal and Torres Strait Islander communities** to Close the Gap. We aim to provide services **free from discrimination** to all, including Culturally and Linguistically Diverse, Disability and LGBTQI+ communities.

Provide quality care

We are committed to the delivery of **safe, appropriate, accessible care**, from the **first 1000 days to the last 1000 days**, across our services. We continually improve practice to provide **acceptable, efficient and effective** services to achieve **person and family-centred care**.

Drive innovation and research

We are at the forefront of discovering new ways to deliver better care through **critical enquiry** and **research** informed by **lived experience**. New knowledge and innovation informs the **continued improvement**, development and transformation of services.

Inspire through education and learning

We inspire through teaching and education to build an **agile learning organisation** for all to continuously improve the way we deliver care. We continue to support **partnerships with tertiary institutions** to empower the future workforce. We seek opportunities to **promote health literacy** in the community.

Look after the workforce

We are committed to providing a workplace where people **grow, excel and exceed** their career aspirations, by embedding a **culture of collaboration, supportive leadership** and continuous learning. We support the **health, wellbeing and safety** of the diverse workforce, **empowering them to care** for each other and the communities we serve.

Grow cooperative partnerships

We are growing our partnership capability. We are **connecting care by strengthening existing relationships** and forging new partnerships to extend the reach of services and increase **our collective impact** in the community.



ENABLERS

TECHNOLOGY
People-centred technology that is driven by user experience

INFRASTRUCTURE
Infrastructure for today and the future

SUSTAINABILITY
Workforce, environmental and financial sustainability