



People Who Care®

# STRATEGIC PLAN

2022-2024

## Our Vision

Connecting people to create communities of people who care.

## Our Purpose

A commitment to the people we serve to feel connected, at ease and live well.

## Our Values

- Integrity
- Empathy
- Respect
- Flexible
- Excellence

## Strategic Focus

### Clients

- Satisfied Clients
- Responsive Services
- Continuity of Care
- Assured Service Quality and Safety
- Strong Partnership

### Our People

- “Great Place to Work”
- Unified Team
- Diverse
- Developing and Competent

### Sustainability

- Growing Services
- Diversification of Services
- Building Capability
- Progressive Use of Technology
- Improving Efficiencies
- Responsibility to Environment
- Increasing Community Awareness

### Governance

- Accountability to Governance Frameworks
- Legislative and Statutory Compliance
- Effectively Managing Risk

