



# FY22-24 STRATEGIC DIRECTION

## OUR VALUES

How we make a difference.

**C** Compassion

**A** Accountability

**R** Respect

**E** Excellence

## OUR GOALS

### Sustainability:

- A fit for purpose organisation
- Strengthen capacities and capabilities through governance and compliance
- Implement a robust framework around quality, safety, risk and fiscal management

### Service Excellence:

- Improve outcomes for consumers through innovation and service integration
- Be an industry leader in primary care and disability by investing in people & platforms

### People & Culture:

- Our workplace plan is responsive to the current environment
- Ensure our people are capable, engaged and supported

### Growth and Partnership:

- Build collaborative relationships with consumers & community to improve & develop programs
- Organisational outcomes are identified and measured
- Invest in our business

## OUR VISION

Making a positive impact where we live and work.

## OUR PURPOSE

Accessible and inclusive disability and primary health care.

## STATEMENT OF INTENT

We are consolidating models of care, service delivery and business systems through our quality framework to provide service excellence.

