



# Our values

## Our values shape who we are.

They guide us in our everyday work, the decisions we make, the conversations we have and the way we treat others. They define us as individuals and as an organisation. Our values inspire us to create a centre of excellence that is collaborative and supportive.



### Integrity

We act fairly and impartially, demonstrating honesty and good character.



### Transparency

We provide direct and clear communication and deliver on commitments.



### Kindness

We engage with our stakeholders and each other in a positive way, with respect and compassion.



### Openness

We are attentive, willing to listen and collaborate and learn from others.



### Excellence

We strive to deliver a high quality service to our stakeholders and to each other.

Our aim is to have robust, transparent, simple and responsive processes; to take ownership of our work and responsibility for our actions; to educate users on our processes and how we deliver services; to be fair and accountable in all our dealings; and to do our best to ensure that accommodation in residential aged care is fairly and reasonably priced.