



OUR VISION

An inclusive community that respects and realises everyone's rights

OUR MISSION

We strive to achieve our vision by:

- leading positive systemic change
- engaging and educating the community
- delivering accessible services that empower and support people
- providing effective oversight

OUR VALUES



Respect



Collaboration



Integrity



Innovation



Accessibility



Independence

OUR PRIORITIES

1 Make human rights relevant to everyone

- help the community understand and exercise their rights and fulfil their obligations
- raise awareness about what we do, our impact and how to access help and support

2 Lead systemic change to address vulnerability

- reform law, policies and practices that impact rights
- effective and independent oversight that promotes accountability
- proactive monitoring to improve systems and address concerns

3 Enhance services and service delivery

- ensure our service provision recognises and realises everyone's rights
- deliver accessible and responsive client-centred services
- timely and effective complaint handling

4 Increase community engagement

- take a strategic approach to engagement activities and event participation
- provide the community with opportunities to engage and express their views to develop solutions together

DEVELOPING OUR CAPABILITIES

SHARED RESPONSIBILITY

- clarify our roles and the value we deliver
- work together with stakeholders to achieve our vision

AGILE STAFF

- a diverse and capable workforce
- value commitment and professionalism
- open and positive attitudes
- career growth opportunities

CLEAR OPERATING MODEL

- integrate operations
- increase collaboration and information sharing
- clearer lines of communication and accountability

IMPROVING SYSTEMS & PROCESSES

- evaluate and enhance our systems
- efficient reporting, information and case management systems
- digitise customer service and engagement