



# Embracing the future

## 2017-2019

# Our Purpose

Mercy Connect exists to enable each person we support to live a connected and meaningful life.



# Our Values

Motivated by our Mercy tradition we respond to and support the needs of individuals demonstrating

- ***compassion*** in taking time to listen to and understand each story;
- ***hospitality*** in our friendly, caring and non-judgemental support;
- ***respect*** for individual decisions and choices;
- ***innovation*** in finding better ways to meet needs; and
- ***teamwork*** to provide consistent high quality support.

# Our priorities

## Person Centred & Outcomes Focused

### **Providing the service you need and choose**

We will:

- Understand your goals and support their achievement
- Value your right to choice and participation in your community
- Provide you with a safe and secure service

# Our priorities

## **Skilled & High Performing**

**Supporting a skilled, productive and values driven workforce**

We will:

- Foster an inclusive and customer driven work culture
- Invest in training to ensure the highest standards of support & safety
- Retain and attract quality staff to grow our workforce

# Our priorities

## Sustained & Unique Service

**Ensuring a strong, secure and financially viable organisation**

We will:

- Focus on our regional and unique expertise in complex needs
- Build a sustained capacity by embracing efficient practice, technology and partnerships