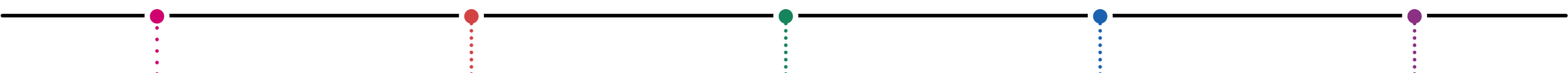



Our Values




Together

We are at our best when we work together, support one another and celebrate each other's achievements.



Ownership

We are accountable for the outcomes we deliver today and in the long term.




Driven

We have the courage to set challenging goals, see them through and make a difference.



Curious

We are inquisitive and open to ideas, learning from successes and failures to drive constant improvement.

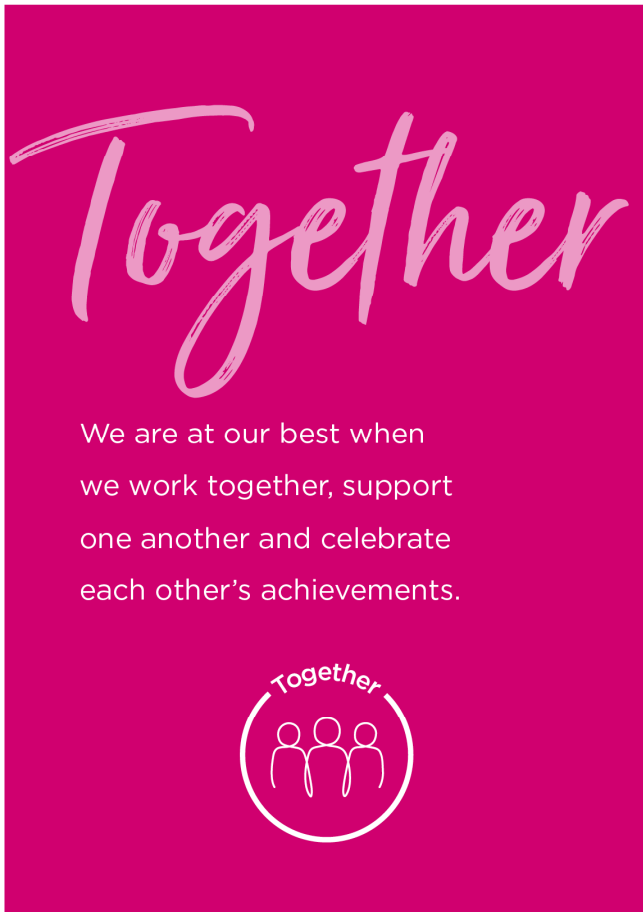


Passionate

We are passionate about putting ourselves in the shoes of those we serve.



Preserving what's strong today



Behaviours

- We create a safe, nurturing and progressive environment
- We are transparent, collaborative, risk aware and work together to achieve solutions
- We hold each other to high standards, seeking and receiving honest feedback that supports people to grow
- We celebrate each other's successes and recognise people's wins
- We have fun while making a difference in all that we do

Building aspirational new behaviours

Behaviours

- We take on the privilege and responsibility for providing care and support to the people we serve
- We think ahead, plan and identify unintended consequences
- We take action, dealing with people and issues directly doing what we say we will do, delivering on our promise
- We understand our customers' needs and are committed to building a sustainable business, giving our customers the certainty that we will be there for them today and in the future

Ownership

We are accountable for the outcomes we deliver today and in the long term.



Building aspirational new behaviours

Driven

We have the courage to set challenging goals, see them through and make a difference.



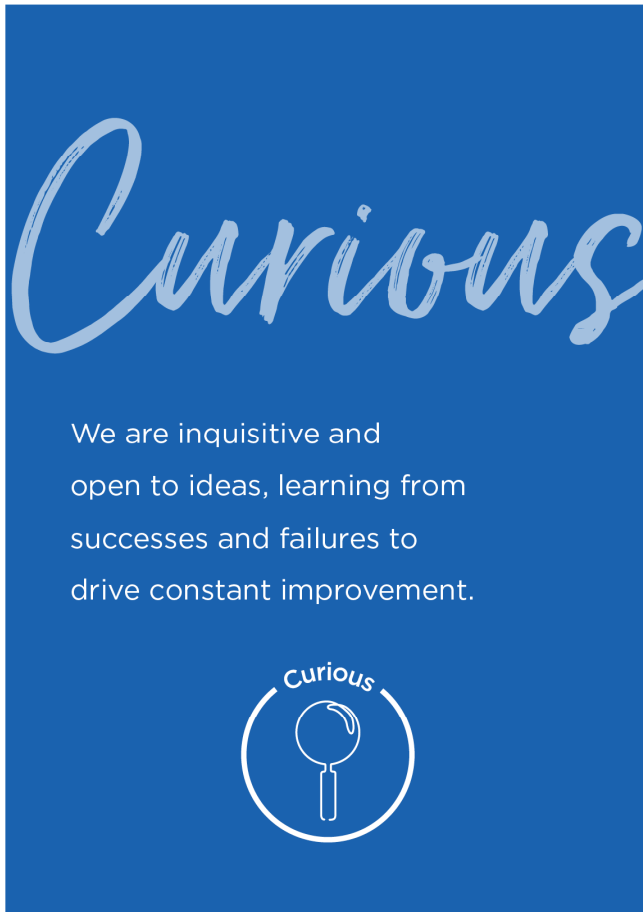
Behaviours

- We know our effort makes a difference, we set ourselves challenging goals and support each other to achieve goals
- We streamline processes to accelerate response times and make it easy to do business with us
- We take pride in the quality of our work and encourage others to do their best
- We take calculated risks and lead change

Build aspirational new behaviours

Behaviours

- We are curious and relentless in seizing opportunities, trying new things that improve both what we do and how we do it
- We value and nurture diversity and understand everyone brings something unique to the outcome
- We feel safe to raise issues, learn from each other and share our successes and failures
- We share our thoughts and experience to create better outcomes for people and support decisions once made
- We think creatively to shape a better experience for our customers



Preserving what's strong today



Behaviours

- We put customers at the centre of everything we do
- We care deeply about delivering great service
- We ask questions and listen to learn, building understanding and empathy
- We are focussed on the human impact of our business, knowing our customers are people like us and are someone's mother, father, sister, brother, uncle, aunty, daughter, son