

# Purpose

We care for the people of NSW, building confidence and trust so our communities can thrive

# Vision

We make the complex simple so our schemes deliver better outcomes for people and communities

## Strategic Imperatives

**1. Simplify our processes and interactions** to deliver better outcomes for customers

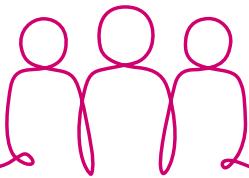
**2. Make our information accessible and available** to improve understanding and decision making for our ecosystem

**3. Elevate performance of service providers** to drive improved outcomes for customers

**4. Focus the corporate centre** to better enable the schemes

**5. Foster an open, constructive and accountable culture**

## Our Values



Together



Ownership



Driven



Curious



Passionate