

# Strategic Directions 2022-26



## Our values

- Clarity**  
We are clear on our purpose, our role and how we support others.
- Empathy**  
We listen, understand, and respect all perspectives.
- Collaboration**  
We value each other's contributions and create better outcomes when working together.
- Growth**  
We learn, develop, inspire and improve in a changing environment.

## Our strategies

### Strategy One:

Provide a customer-centric service in a fair and equitable way

### Strategy Two:

Be outcomes focused, apply whole-of-sector thinking and seek continuous improvement

### Strategy Three:

Build strong, effective relationships through leadership and collaboration

### Strategy Four:

Become the best place to work with a culture that is inclusive, values diversity and encourages staff to thrive

### Strategy Five:

Provide effective governance through evidence-based decisions, clear strategic priorities and a measurement framework

### Strategy Six:

Leverage and optimise technology, systems and processes for efficient service delivery

## Our vision

We serve Western Australia to deliver what is needed today to achieve a better tomorrow.

## Our purpose

To lead and deliver services on behalf of the government to benefit the community.