

# Business Profile

## Vision

Creating healthier communities.

## About us

HealthWISE has been delivering government and non-government funded primary health care and social services for 9 years. We are a for-purpose organisation dedicated to creating healthier communities.

The people we support live in the New England and Northwest regions of New South Wales and the Darling Downs and West Moreton regions of southern Queensland. Skilled and experienced local health care providers, deliver programs that improve access, decrease cost, incorporate lived experience, empower communities and improve long term health.

## Our values

### Client Focus

We listen, deliver services to meet needs and seek to exceed expectations.

### Empowerment

We build confidence and capabilities of staff and empower individuals towards a common goal of a healthier community.

### Courage

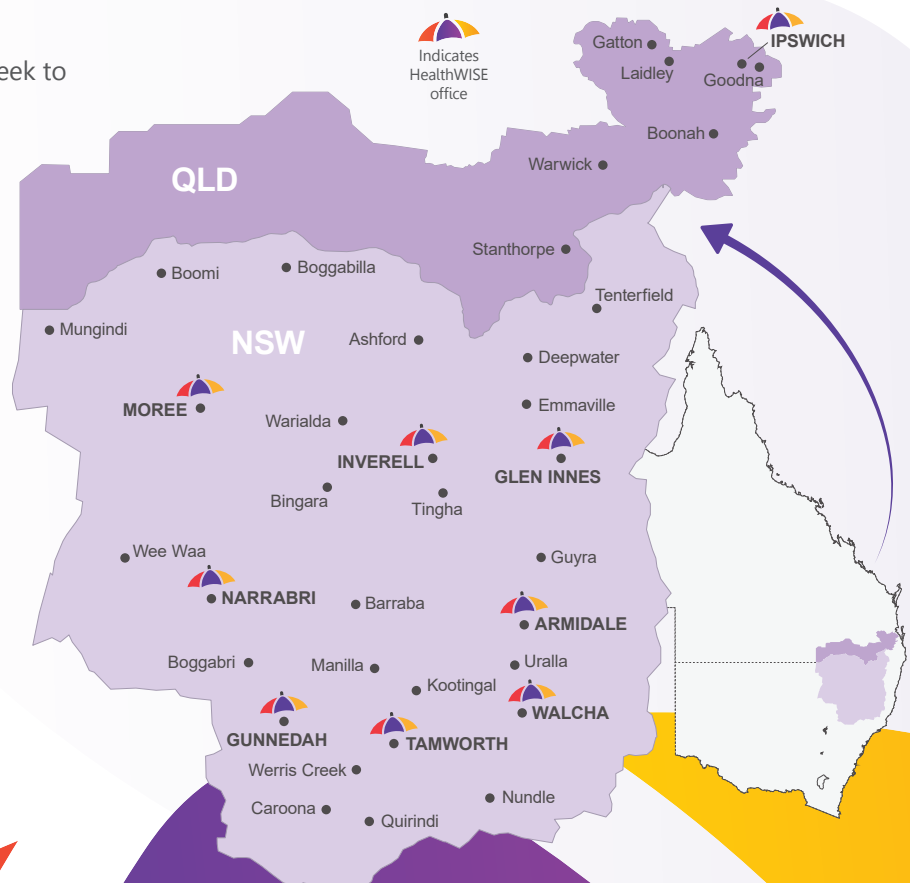
We create an environment in which staff are focused and encouraged to advocate, take initiative and develop new ideas and processes.

### Excellence

We give our best at all times in support of our colleagues and clients. We are flexible and learn from our experiences.

## Our commitment

We are passionate about maintaining a health workforce in regional and rural areas, providing opportunities for our staff to work as multidisciplinary teams. Our board and leadership team are deeply committed to employing and supporting Aboriginal and Torres Strait Islander staff members to serve the Aboriginal community. Twenty percent of our staff identify as Aboriginal and we embrace Aboriginal and Torres Strait Islander beliefs and values. We pride ourselves on employing people from all walks of life, with 25% of our staff coming from a culturally and linguistically diverse (CALD) background and 6% belonging to the LGBTQIA+ community.





# HealthWISE

*Creating healthier communities*

## Our core business

- Mental health services
- Allied health services
- Aboriginal health
- Health education in schools
- Assist with prevention or management of chronic disease
- Coordinate medical specialist services where there is specific need
- Advocacy and research
- Care navigation for CALD communities
- Support community resilience and wellness, including those impacted by natural disaster
- Creating positive change through social impact
- Social Prescribing
- Enhancing access to wellbeing education through health promotion

## Service principles

We strive to help our communities access opportunities to improve their health.

## How we operate

We work as a multidisciplinary team to deliver high quality services. We follow best practice standards by maintaining strong governance structures and delivering contracts on time. We demonstrate compassion, respect and transparency, supporting all people through holistic and diverse client services.

## Contact details

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