

How we accomplish our mission is as important as the mission itself. Fundamental to the success of the organisation are these basic values:

- Those We Serve Come First** Our people are the source of our strength. They provide our organisation intelligence and determine our reputation and vitality. People must be our number one priority. Involvement of our members in making decisions and teamwork are our core human values.
- Confidentiality & Privacy** We respect the confidentiality and privacy of information obtained from our members and staff. We will not share this information with anyone outside the organisation without the written consent of the member or staff concerned except when required by law.
- Conflict of Interest** Integrity is never compromised. The conduct of our organisation community wide is pursued in a manner that is constitutionally and socially responsible. We will fully disclose any matters, which may seem to imply a conflict of interest between other persons and us or groups with whom we are associated. We will never use any position of power for our own advantage but only for the good of the whole.
- Financial Accountability** We will conduct our financial affairs using acceptable accounting principles and requirements set down by funding bodies, the Australian Taxation Office and the Associations Incorporation Act.
- Relations with Constituents** In all our dealing with people we will treat them, as we would like them to treat us. We will not discriminate against any person or group irrespective of their age, gender, nationality, religion, level of education, income, physical or mental disabilities, social status or sexual preferences. We will maintain privacy and confidentiality in and after our dealings with others.
- We will endeavour to resolve disputes and disagreements amicably without giving physical or mental hurt. We will provide accurate information to our members. A good reputation is a priceless business asset that can only be earned through consistently trustworthy behaviour.
- Employment Practices** We will not discriminate and will employ workers best suited for a position based on knowledge, experience, qualifications and specific qualities. We will employ workers under the appropriate awards/agreements. We will provide and maintain a work environment that is as far as is practicable safe and without risks to health.

Responsibility to the Community

We will constantly promote the aims of our organisation as set down by its members who are comprised of local communities throughout the State of Victoria. We will offer only those services, which are reflective of our members' needs. We will conduct our business in a manner, which reflects our commitment to social justice principles:

Equity: a fairer distribution of economic resources and power.

Access: ensuring fair and equal access for all people to those services that are important for their quality of life.

Participation: maximising the opportunities for people to participate in the circumstances, which affect their lives.

Rights: developing fairer, more comprehensive rights that are equally enforceable by all people regardless of their income and social background.

Ratified by ANHLC Board: Monday 25 May 2009