



About integratedliving Australia Ltd

Our history is as a rural organisation, formed in the Upper Hunter from 4 smaller projects - originally Hunter Integrated Care. By 2008 we were operating outside of the Hunter and by 2009 had moved into Queensland.

We wanted to keep the 'integrated' part of our name because it referred to our service model and way of operating and it importantly represented our approach from a consumer perspective - that services were integrated and streamlined and consumers could easily transition along the continuum of care as their needs increased. It also represents the concept of consumers being integrated within their communities - an important principle for people living with a disability.

integratedliving has always had as an underpinning core philosophy, a sense of equity of access for people who live in rural, remote and regional communities. It has become a key point of difference for us as an organisation and remains a key platform of our value proposition.

So we are rural, regional and remote - what else is important to know about our philosophy and culture?

Our vision of enriching communities and supporting individuals plays out in many ways.

Whether through the ability to facilitate health and wellbeing options for people, for carers or for families within our communities or to offer employment locally or training through our RTO and ultimately a career path; we work to ensure the community is sustained - we like to say 'we live where we work' - we are the fabric of our communities!

Our logo represents staff, families and carers, volunteers or service groups and other stakeholders or community influencers, working together within our communities.

Our culture is very much a culture of continuous improvement, of cultural change, of having a 'can do' attitude. We make things happen and they are grounded in evidenced based practice. Sometimes we have to 'use a Band-Aid' approach but that is certainly not our vision for contemporary practice. We have a strong focus on review and evaluation and then applying our learnings to future projects or events.

We were an early adopter of systems and focused on exceeding standards. From the beginning we have won many awards at a Regional, State and National level, including team and employee awards. Our business frameworks are underpinned by the Business Excellence Framework and we exceed the minimum standards required as an organisation. For example we were one of the first community based organisation to achieve external certification against the OHSMS and won the NSW Business Chamber Award for Excellence in OHS in 2007 - the first not for profit organisation to do so. Safety of our staff, as well as our consumers, is critical to us.

As we have grown and built expertise within the organisation we have significantly increased our clinical governance and practice frameworks and research frameworks and reviewed and evaluated our service models and operations.

Our service model Embracing Life articulates the "heart" of the organisation and our commitment to person-centred care that focuses on the individual and their ability to have true choice and control.

Embracing Life is underpinned by the Service Principles of:

- E**mbracing Change
- M**eaningful Life
- B**elieving in Dreams
- R**ealising Possibilities
- A**ctive Participation
- C**elebrating Differences
- E**nabling Choice

These principles were developed through consultation with our staff, consumers, families and other stakeholders and represent how we work.





We have built our capacity to innovate through pilot programs such as our NBN Enabling Telehealth pilot Staying Strong, and smaller projects such as our iPad for Carers project, now funded as Staying Connected.

integratedliving's culture is one of flexibility, responsiveness and agility underpinned by our values of integrity, unity, respect, equality and diversity. These values apply equally to the way we work with each other as well as how we work with individuals, carers, families and the broader community.

In our Embracing Life service model you can appreciate how these values so closely align to the principles that underpin the way we work.

Another important feature of our culture is collaboration. Whilst we operate in a competitive environment we have a commitment to sector development and work collaboratively whilst maintaining our competitive advantage, because this way of operating ultimately improves opportunities and outcomes for communities.

We are very much a virtual family, with no head office we are freed up to employ the most skilled person from across the Eastern seaboard; freed up in our interactions, our thinking and imagination; and able to support staff across a large geographic area, only to be improved with enhanced video linkages and IT platforms.