

## Mission and Vision Statement

### MISSION:

Hills Family Support Service assists and supports families, including individuals, children and parents to enhance life skills, coping strategies, and build stronger, healthier relationships through counselling and education, preventing family breakdown.

### VISION:

Through professional excellence we seek to empower families, by building resilience, and strengthening interpersonal relationships, to impact the local community and reach their full potential.

### VALUES:

- Creating a culture of acceptance, where people are loved and supported.
- Behave in a manner that ensures all people are treated with utmost respect, equality and dignity; valuing diversity.
- Accepting personal accountability for conduct, meeting the needs and improving our systems, and help each other achieve effectiveness.
- Maintain high standards of excellence in client service, viewing every problem, issue and need as real.
- Enhancing the quality of relationships between people through reflective and relational practice.
- Commitment to competency through continual professional development to bring the best services.
- Being open and honest in all our dealings, to act with integrity, endeavouring to present a reliable, effective service.

### WE OFFER:

- A place where your voice will be heard.
- A compassionate and confidential atmosphere to discuss personal concerns.
- Therapeutic assistance to all who are encountering challenges, or who are experiencing psychological and emotional difficulties.

### OUR MULTICULTURAL COMMITMENT:

- We consistently strive to integrate diversity into the everyday functioning and structure of our service. We have a great appreciation for the dignity and worth of each person we encounter.
- We advocate a philosophy of acceptance, compassion and support for those we serve and provide an emotionally safe and respectful environment. We support people of all identities including but not limited to age, gender, culture, race, ethnicity, sexual orientation, language, mental and physical ability, national origin, religion, spirituality, size, socio-economic status, political perspective, and world view. In so doing, we strive to provide a service that fosters the development and behaviors necessary for positive personal growth, as well as in a complex global community.