

## Mission

Increasing the wellbeing of individuals and communities by providing fair access to quality housing support for people most in need.

## Values

### Client-Focused

- ▶ We are fair, respectful, and compassionate.
- ▶ We recognize that everyone has a unique lived experience that may include past trauma.
- ▶ We communicate clearly and often.

### Collaboration

- ▶ We look for and accept opportunities to collaborate.
- ▶ We recognize that greater success comes from working together.
- ▶ We take steps to build and maintain partnerships.

### Accountability

- ▶ We are accountable to our clients, to our employees, to our partners and to the public for our conduct and our use of public resources.
- ▶ We are transparent.
- ▶ We look for accountability in others.

### Innovation

- ▶ We strive to continue to improve.
- ▶ We are creative, adaptable and flexible.
- ▶ We measure our effectiveness.

### Reconciliation

- ▶ We acknowledge the Indigenous inherent right of self-government.
- ▶ We engage with Indigenous Governments on a government-to-government basis.
- ▶ We educate ourselves about the NWT's history of colonization.
- ▶ We strive for cultural appropriateness in our work.

### Sustainability

- ▶ We look for environmental and fiscal sustainability in all aspects of our work.

## Vision

We are a respected partner in providing effective housing support for people most in need.