

# Living our values to deliver our commitment to participants

The Participant Service Charter and its five engagement principles complement our values by stating how we serve and interact with participants.

## Participant Engagement Principles



### Transparent

We make it easy to access and understand our information and decisions.



### Responsive

We will respond to individual needs and circumstances.



### Respectful

We will recognise your individual experience and acknowledge you are an expert in your own life.



### Empowering

Easy to access information and be supported by the NDIS to lead life.



### Connected

You can access the services and supports you need.

## CPA Values



### Respect

We are empathic, put people first and embrace diversity



### Integrity

We are ethical, accountable and deliver on our promise



### Passion

We are inspired by challenges and enthusiastic about the future



### Excellence

We strive to exceed expectations



### Courage

We act bravely, with conviction

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Delivering the NDIS in your community