

# VALUES AND BEHAVIOURS



Our **values** are a reflection of what we consider important, and are the principles we work by. Our **behaviours** describe our values in action, and are evidence that we are working by our principles every day.

## **COLLABORATION** Work Together on Our Shared Goals

- We are one team and work together as one team
- We build strong relationships
- We create solutions together
- We communicate with others
- We work together with customers, families, the community and other service providers to deliver the best outcomes
- We share knowledge and learnings with colleagues, customers and community partners
- We have fun together
- We don't allow barriers to block success

## **RESPECT**

### **Value People for their Unique Perspective and Contribution**

- We trust each other
- We value each other's contributions
- We treat others with the highest degree of dignity and equality
- We acknowledge the benefits and strengths of other teams
- We respect knowledge and others in our planning and consulting
- We operate in a spirit of cooperation and human dignity
- We don't engage in destructive criticism
- We don't accept bullying, harassment, exclusion or the marginalisation of people

## **INNOVATION**

### **Bring New Ideas and Welcome New Things**

- We think outside the box
- We are open to new ideas and seek opportunities to enhance the quality of our service
- We try new things and accept change
- We support positive problem solving and meaningful productive change
- We accept the possibility of failure and learn from our mistakes
- We don't let the fear of failure stop us from trying
- We don't put things in the 'too hard basket'

# VALUES AND BEHAVIOURS



## **STRIVE**

### **Reach Above and Beyond for Success**

- We pursue our goals fearlessly
- We are willing to step outside our comfort zone to achieve success
- We dream big and try hard
- We look for opportunities to improve
- We are enthusiastic
- We embrace change and lead by example
- We foster opportunity through openness, diversity, teamwork and a sense of purpose
- We don't accept 'good enough'

## **ACCOUNTABILITY Take Responsibility for Our Actions**

- We do what we say
- We take responsibility for our own actions and decisions
- We take responsibility for our team's actions and decisions
- We take personal accountability for supporting customers to achieve their goals
- We provide permission to speak up and contribute to creating success
- We learn from our mistakes and put things right
- We think about who and what will be affected by our actions and behaviour
- We don't say one thing and do another
- We don't conceal our mistakes
- We don't shy away from taking action

## **RECOGNITION**

### **Acknowledge and Appreciate the Value of Each Individual**

- We remember how important our supports are in our customer's lives
- We acknowledge and share our achievements
- We celebrate team and individual successes
- We acknowledge milestones, dedication, exceptional work behaviours and ethics
- We act as Ambassadors for Community Support, acknowledging our capabilities to the broader community
- We don't ignore effort or success
- We don't dwell on failure or negativity