

## Core values

We believe in ourselves, our practices and our people, and understand that all our volunteers need to

1. Be informed and commit to policies, procedures and core values
2. Actively participate in consultative processes.
3. Use appropriate forums to discuss areas of concern, and resolve those issues
4. Be responsive and accepting of change.

We value all individuals, acting with dignity and respect by

1. Respecting people's differences and behaving in ways that are non-judgmental, avoiding criticism, not labelling, making quick assumptions or discussing confidential information.
2. Being open and aware of people's different personalities, values and styles through active listening, understanding and acceptance of each other's differences.
3. Displaying integrity and being accountable for our words and actions.
4. Responding to each other as equals in a friendly, compassionate and respectful manner.
5. Welcoming new staff and stakeholders in a way which creates a positive and harmonious atmosphere.
6. Having a commitment to the resolution of conflict in a manner which seeks truth and understanding and which respects the rights and dignity of all concerned.
7. Ensuring the safety and wellbeing of all associated with the organisation.
8. Being aware of the organisation's operating hours and having a commitment to punctuality.
9. Receiving both formal and informal recognition for their efforts.

We strive to provide a professional service that is relevant at all times by

1. Reviewing our practices and responding to changing needs and interests of the local community.
2. Using quality processes and best practice to test the relevance and effectiveness against other similar organisations.
3. Utilising the skills, experience and interests of staff and our volunteers.
4. Maintaining a supportive environment through teamwork, good leadership, and a sense of enjoyment, achievement and humour.
5. Providing encouragement and support by supervising staff and volunteers in carrying out tasks.
6. Ensuring appropriate instruction and training to do their job where applicable.
7. Displaying respect, integrity and honesty in all dealings with each other, and our stakeholders and other interested parties.

