

Organisational Values

IDENTIFIED VALUES & BEHAVIOURS

TRUST

- Our organisation exists on the trust that we have built up both internally and externally and is fundamental to the way we conduct our business.

INTEGRITY

- Act with honesty, respecting the right of fair process for all
- Maintain confidentiality and respect those we deal with
- Demonstrate moral strength
- Behave with honour and impartiality

LEADERSHIP

- Are approachable and consistent when dealing with colleagues, partners and customers/supporters/members
- Apply fair process
- Strongly commit to the values of the organisation
- Guide, trust, develop and empower colleagues
- Make timely decisions that are guided by both values and experience
- Inspire participation and commitment through a shared vision

FLEXIBILITY

- Are open minded and adaptive to change
- Adopt an attitude of continuous improvement
- Encourage creativity
- Build partnerships with our partners/supporters/members
- Welcome difference
- Practise tolerance

RESPECT

- Accept diversity with tolerance and understanding
- Listen with patience, value opinions and provide feedback
- Are appreciative of and acknowledge the efforts of others
- Consider our internal and external customers
- Inspire confidence through ethical and fair treatment of others

SUPPORT

- Recognise and reward service of members
- Provide empathy in a timely and genuine manner
- Promote professional and career development
- Care for the wellbeing of colleagues

PROFESSIONALISM

- Accept responsibility, show commitment and lead by example
- Achieve and contribute to the professional knowledge pool
- Are accountable to both our internal and external customers
- Maintain high personal standards, taking pride in our appearance and conduct
- Communicate openly, honestly and consistently in a simple and professional manner that can be understood
- Written communications should be precise, concise, to the point and able to be verified
- Are transparent in our delivery and strive for service excellence