



The way we work

COMPASSION

We show heart

We are passionate about our cause and committed to the wellbeing of our clients, teammates, and communities.

- ★ We see and welcome each other as unique human beings first, and employees, clients and stakeholders second.
- ★ We are deeply committed to embracing diversity and eliminating all forms of discrimination
- ★ We address the issue and not the person
- ★ We assume the good intentions of others when interpreting their words and actions
- ★ We talk about our emotions and manage how they affect us
- ★ We support each other when times are tough
- ★ We pause to say 'thank you', cheer on our teammates and celebrate the wins

INTEGRITY

We can be counted on

We are clear, honest, and authentic when we communicate. Those around us have trust and confidence in who we are and what we do.

- ★ We are invested in the experience of young people who access our services
- ★ When we are not clear of what is expected, we ask
- ★ We deliver on our commitments but do not overcommit
- ★ We choose to do what is right over what is comfortable and do not shy away from difficult conversations
- ★ We own our mistakes, apologise and learn
- ★ We set and hold clear boundaries
- ★ We take care of our wellbeing

DYNAMIC

We are dynamic

We are adaptable, open to change and evolution, holding focus on our work through the transitions we face.

- ★ We approach our work with a sense of optimism and possibility
- ★ We view change as a generator of opportunity
- ★ We view failure as an opportunity to learn
- ★ We shift our gaze to broader horizons
- ★ We know that sometimes it's best to slow down in order to save time
- ★ We find opportunities for improvement, not accepting 'the way it's always been'
- ★ We honour ourselves and others through commitment to self-improvement

COLLABORATION

We collaborate

We are motivated towards a common goal knowing that ordinary people can do extraordinary things when they work together.

- ★ We walk shoulder to shoulder with our clients and their communities, finding opportunities to co-design and co-create.
- ★ We are curious, we ask questions and are always ready to learn from people and situations
- ★ We exchange resources, ideas and experience with generosity and openness
- ★ We offer support and know when to ask for support
- ★ We take responsibility for developing and maintaining professional relationships

QUALITY

We have a real, meaningful impact

We remain focused on our organisation's mission, it drives us to be and do our best.

- ★ We centre the perspective of the young person in everything we do
- ★ We know who we are and where we are going
- ★ We prioritise tasks and processes that help us achieve our goals
- ★ We seek to understand a problem before we jump to solutions
- ★ We use evidence-based information and data to inform decision making
- ★ We consider how others do things and respect those that share our space
- ★ We communicate succinctly, simply and in an inclusive manner