

Our Values and Associated Behaviours

CHOICE



We encourage and promote individual choice and independence.

Appropriate Behaviours

- ✓ I ask before I do
- ✓ I offer choice
- ✓ I am flexible
- ✓ I encourage independence

Inappropriate Behaviours

- ✗ I do things my way
- ✗ I do what I think is best for you
- ✗ I am inflexible
- ✗ I do because it's faster

RESPECT



We believe everyone is unique, we listen and demonstrate care and compassion in everything we do.

Appropriate Behaviours

- ✓ I have time for you
- ✓ I listen to you
- ✓ I welcome people with warmth
- ✓ I treat you as an equal
- ✓ I use appropriate language

Inappropriate Behaviours

- ✗ I make you feel as if you are a burden
- ✗ I don't listen
- ✗ I ignore you
- ✗ I am judgemental and don't accept others
- ✗ I use inappropriate language

CARE



We care and continuously improve what we do.

Appropriate Behaviours

- ✓ I care
- ✓ I make people feel special and valued
- ✓ I do what I say
- ✓ I work safely

Inappropriate Behaviours

- ✗ I don't care
- ✗ I don't make people feel special and valued
- ✗ I don't do what I say
- ✗ I don't follow policy and procedures

PASSION



We love what we do and encourage creativity and diversity.

Appropriate Behaviours

- ✓ I am positive
- ✓ I try new ideas
- ✓ I go the extra mile
- ✓ I love what I do

Inappropriate Behaviours

- ✗ I have a bad attitude
- ✗ I don't try new ideas
- ✗ I do just what I have to do
- ✗ I hate what I do

TEAMWORK



We work together and support each other.

Appropriate Behaviours

- ✓ I communicate in an open, honest, and genuine manner
- ✓ I respect the needs and feelings of others
- ✓ I am supportive
- ✓ I am reliable
- ✓ I help others

Inappropriate Behaviours

- ✗ I gossip and spread rumours
- ✗ I bully and intimidate others
- ✗ I exclude, ignore, talk over and or blame others
- ✗ I say one thing and do another
- ✗ I am too busy to help and say "it's not my job"

Our Mission is to enrich the lives of those in our care.