

Our Working Ethos

In November 2007, UnitingCare West staff came together to describe our working ethos, an expression of the shared character and guiding beliefs of the agency, the ways in which we act together and towards each other as an agency and with our clients. Our working ethos is the lens through which we assess all we do.

Empathy - Showing understanding for the feelings and circumstances of others

We act with empathy by:

- Putting aside our personal judgements and listening to other people's perspectives.
- Providing a working environment and delivering programs that are flexible and responsive to the individual situations of staff, volunteers and clients.
- Supporting staff and volunteers through high quality supervision and training.
- Taking the concerns of staff, volunteers and clients seriously.

Respect - Valuing people, property and the environment

We act with respect by:

- Being courteous and using appropriate language in our communications with others.
- Honouring the rights, dignity and decisions of other people at all times.
- Ensuring that all resources (human, material and financial) are used effectively and efficiently to achieve the best outcomes for our clients, the community and the environment.

Inclusiveness - Accepting and celebrating diversity

We act with inclusiveness by:

- Acknowledging and welcoming the diverse backgrounds, opinions and beliefs of all staff, volunteers and clients.
- Maintaining an organisational culture where clients, staff, volunteers and the community are given the opportunity to contribute meaningfully to decision making processes.
- Providing a workplace that is safe for all people and free from any form of discrimination or harassment.

Integrity - Being ethical and trustworthy and upholding principles and beliefs

We act with integrity by:

- Providing services that are characterised by honesty to ourselves, our clients and the community.
- Developing meaningful, fair and productive relationships with our clients and the community based on mutual commitment, trust and openness.
- Behaving in ways that reflect our agency values and recognizing the contribution that we all make to our work.
- Operating from a foundation of upholding relevant laws, regulations and standards.

Commitment - Working together towards agreed outcomes with steadfastness and resilience

We act with commitment by:

- Striving for excellence but acknowledging and learning from our mistakes.
- Directing our services towards those most in need and frequently reassessing our direction to ensure that we are responding to changing need.