



# VALUES IN ACTION

---

## 2025



# KINDNESS

## Cultivate respect and empathy

**Definition:** Be inclusive and treat everyone with respect, dignity, and empathy.



### Demonstrated when you:

- Treat others as you would want to be treated
- Show empathy and patience in all interactions
- Listen actively and make space for other's views
- Speak respectfully, even in challenging situations
- Support others through small acts of care and consideration
- Help foster an inclusive and welcoming environment

### What it is not:

- Ignoring the needs or perspectives of others
- Using unkind or dismissive language
- Excluding individuals based on difference
- Reacting with blame or criticism
- Failing to respond with compassion in difficult moments

### People leadership:

- Models respectful and empathetic communication
- Supports team members through encouragement and understanding
- Addresses unkind behaviour directly and appropriately
- Promotes inclusion in team discussions and decision-making
- Encourages feedback, reflection, and emotional safety
- Celebrates acts of kindness as valued professional behaviours



# COLLABORATION



## Build strong partnerships

**Definition:** Work effectively within and across teams. Build strong, respectful relationships with colleagues, families, and community members.

### Demonstrated when you:

- Cooperate willingly with others to achieve shared goals
- Share information and resources openly
- Communicate clearly and constructively
- Ask questions to clarify and support team understanding
- Respect different viewpoints and negotiate respectfully
- Build positive relationships across roles and teams

### What it is not:

- Withholding information or isolating from the team
- Ignoring team goals in favour of individual tasks
- Avoiding communication or difficult conversations
- Blaming others for misunderstandings or challenges
- Refusing support or feedback from others

### People leadership:

- Builds trust through consistent and respectful team engagement
- Encourages diverse perspectives and shared decision-making
- Resolves conflicts calmly and collaboratively
- Supports cross-team partnerships and shared projects
- Recognises team efforts and reinforces positive cooperation
- Sets clear expectations for respectful, team-based work



# OPTIMISM

**Inspire positivity and hope**

**Definition:** Create a positive, energising, warm, and caring environment for all.



## Demonstrated when you:

- Approach challenges with a can-do attitude
- Uplift others through encouraging words and gestures
- Celebrate wins, both big and small
- Stay hopeful and solution-focused in difficult times
- Help create a warm, welcoming atmosphere
- Bring energy and enthusiasm to your work

## What it is not:

- Focusing only on problems without offering solutions
- Dismissing others' efforts or achievements
- Spreading negativity or gossip
- Withdrawing from team energy or shared events
- Creating a tense or unwelcoming environment

## People leadership:

- Encourages a strengths-based, supportive team culture
- Models enthusiasm, confidence, and positivity
- Provides reassurance and clarity during change or challenge
- Celebrates individual & team accomplishments
- Helps staff reframe setbacks into learning opportunities
- Fosters morale through inclusion, humour, and encouragement



# LEARNING

**Deepen thinking and practice; stay curious.**

**Definition:** Building knowledge and practice with competence, connection, and responsibility.



## Demonstrated when you:

- Seek feedback and reflect critically on your performance and its impact on others.
- Pursue new skills or knowledge while asking why this learning matters and for whom.
- Share learning generously, co-constructing practice with your team and community.
- Stay open to multiple perspectives, including those that challenge your own assumptions.
- Use challenges as opportunities for growth, experimentation, and ethical reflection.
- Demonstrate curiosity, adaptability, and responsibility in your decisions and actions.

## What it is not:

- Resisting change, dialogue, or innovation.
- Repeating errors without reflection or accountability.
- Dismissing feedback, diverse perspectives, or new ideas.
- Treating past practices as unquestionable or beyond improvement.
- Withholding knowledge or limiting others' opportunities to grow.

## People leadership:

- Encourages and supports professional learning opportunities that build capability and purpose.
- Coaches staff through reflective practice and constructive, relational feedback.
- Shares current research and best practices while inviting critical engagement.
- Creates space for experimentation, safe failure, and real-world inquiry.
- Builds a team culture of curiosity, responsibility, and shared growth.
- Recognises and rewards both individual development and contributions to the community.



# EXCELLENCE



**Delivering performance with competence, professionalism, and responsibility.**

**Definition:** The pursuit of high standards. Demonstrates excellence through skilled work, respectful relationships, and ethical responsibility that create lasting value for our organisation and community.

## Demonstrated when you:

- Take ownership of tasks and complete them to high standard.
- Seek and respond to feedback to improve both performance and impact.
- Identify and address service needs with professionalism and care.
- Interact with colleagues, children, families, and community members respectfully.
- Escalate issues responsibly and follow through to resolution.
- Deliver consistent, reliable work that strengthens both team and community outcomes.

## What it is not:

- Failing to complete tasks or meet expectations.
- Acting unprofessionally in front of colleagues, children, or families.
- Ignoring problems or consumer needs.
- Blaming others for mistakes instead of taking responsibility.
- Neglecting service quality, reliability, or consistency.
- Pursuing results at the expense of relationships, ethics, or community trust.

## People leadership:

- Clarifies roles and responsibilities while connecting them to purpose and values.
- Manages performance fairly and constructively in line with expectations.
- Provides regular, reflective feedback that supports growth as well as output.
- Recognises and rewards contributions that strengthen both performance and community impact.
- Builds a culture of professionalism, care, and inquiry.
- Supports continuous improvement that balances skills, relationships, and responsible agency.