

# Staff & Volunteer Charter



## **To Serve**

- **▼ Do:** Be there for others, use your strengths.
- ✓ Do: Be respectful and use empathy.
- **X Don't:** Practice sympathy.
- **X Don't:** Prioritise personal gain over our charities needs.

# To Believe

- ✓ Do: Trust in others, celebrate successes.
- ✓ Do: Assume positive intent.
- **X** Don't: Use shaming or blaming language.
- **Don't:** Doubt the capabilities of others.

# To Inspire

- ✓ Do: Lead by example, listen actively.
- ✓ Do: Communicate clearly and kindly.
- **X** Don't: Shy away from difficult conversations.
- X Don't: Be dismissive of ideas or feedback.

### To Thrive

- **Do:** Challenge injustice, act with integrity & accountability.
- **Do:** Take a solution-focused approach.
- X Don't: Focus on blame or failures of self or others.
- **X** Don't: Neglect self-care and well-being.

FAMILY & YOUTH WORK HE

**HEALTH & WELLBEING** 

**HOUSING** 

TRAINING & EDUCATION

**SUPPORT & ADVICE**