



Our Values

Clarity Empathy Growth Collaboration

Our values drive our behaviour, and the collective behaviours of our people play an important role in building the positive culture we want to be known for at RevenueWA

Our values guide the way we communicate, interact, develop and work together as we strive to become the best place to work. We have 'we will' and 'we will not' behaviours that support each of our values.

The Department of Treasury and Finance currently operates under two sets of organisational values, following its formation on 1 July 2025. The values of **clarity, empathy, growth and collaboration** continue to guide everything we do in **RevenueWA**. In time, as we settle in our new structure and culture we will collaboratively develop a unified set of values that represent who we are as the Department of Treasury and Finance.

Clarity

We are clear on our purpose, our role and how we support others

We will

- understand what is expected of us and the direction we are going
- be clear on what we can deliver, what we can't and why
- provide clear advice that demonstrates an understanding of the request
- help customers and colleagues understand the advice or decision
- understand the needs of our colleagues and customers and ask for clarity when we need to

We will not

- be vague or bureaucratic in our responses
- dismiss customer feedback on improvements or experience
- accept ineffective practices when outcomes could clearly be improved

Empathy

We listen, understand, and respect other perspectives

We will

- appreciate openly that people have diverse cultures, backgrounds, circumstances, needs, and capabilities.
- put ourselves 'in other people's shoes' and show kindness, and understanding
- listen respectfully, be honest and provide sound reasoning and judgement
- seek out and respect different perspectives and consider all points of view.
- create a kind, safe, supportive environment where we support the health and well-being of all staff

We will not

- tolerate disrespect, discrimination or casual racism
- tolerate a lack of understanding for other's needs
- be unfair or leave people feeling disempowered
- tolerate unethical behaviour

Growth

We learn, develop, inspire and improve in a changing environment

We will

- be curious, lead by example and reward effort and perseverance
- seek opportunities, inspire others and foster a learning culture
- lean into difficult conversations, and be courageous in our advice, ideas, and actions
- encourage innovation, learn from our mistakes and seek ways to do things more efficiently and effectively
- recognise the skills and abilities our staff have and make opportunities available to develop these skills further

We will not

- be closed off to new ways of learning and doing things
- be unprofessional, inconsistent or lack pride in our work
- blame others for a disappointment, failure or mistake

Collaboration

We value each other's contributions and create better outcomes when working together

We will

- involve others, work as a team, share information and respond in a timely manner
- seek and give feedback, encourage and support people who speak up and bring out the best in others
- say thank you and celebrate both the small and big wins
- leverage our role as a central agency to collaborate with other agencies to achieve better outcomes for the community
- respond to new and changing Government priorities and work with others within and external to RevenueWA to deliver agreed outcomes.

We will not

- make decisions without consulting those we need to and fail to communicate and work with others to deliver outcomes
- make people feel afraid to speak up and constructively challenge
- reject feedback
- blame or pass judgment on others, including when they are trying to do the right thing