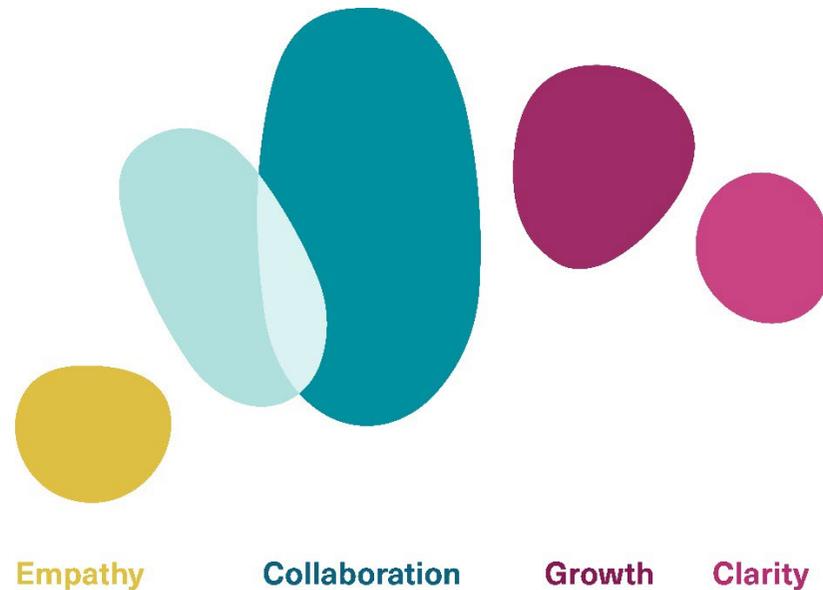




# Our Values



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 Finance.

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.

# 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 Finance 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