



# STAFF CHARTER

## Respect

### We will demonstrate respect for one another by:

- Communicating with patience and kindness, irrespective of role;
- Greeting each other with genuine warmth;
- Treating each other with empathy and offering support when needed;
- Listening to and supporting each other's ideas and sharing the workload;
- Liaising directly about concerns, being solution focused and optimistic that they can be resolved;
- Leaving shared utilities and spaces as we would like to find them;
- Nurturing a culture of raising each other up;
- Showing appreciation of each other whenever possible.



## Kindness

### We will demonstrate kindness towards each other by:

- Being friendly and approachable, showing genuine interest in each other;
- Being mindful of how what we say or do can affect others;
- Being considerate of each other's feelings;
- Being a listening ear (and maintaining confidentiality);
- Offering help when we notice someone may need it;
- Giving others the opportunity to express themselves;
- Respecting people's views and opinions, even if they are different to our own;
- Being inclusive and non-judgemental.



## Optimism

### We will demonstrate optimism by:

- Beginning each day with a clean slate, letting go of what has gone before;
- Choosing to see the positive in every situation and nurturing a 'can do' attitude;
- Being open-minded to improve things and to try new and different approaches;
- Accepting that setbacks will happen and that we need to persevere;
- Remembering that everyone is trying their best;
- Offering praise and constructive feedback to each other;
- Letting go of failure, seeing it as another path to learning;
- Believing in ourselves and each other, so that we achieve and we succeed.

