

BRIDGES VALUES AND BEHAVIOURS

Bridges is a professional and effective community service provider and our values and behaviours underpin everything we do. Whether dealing with our clients, volunteers, interacting with each other or exercising supervisory responsibilities, Bridges Values and Behaviours support our decision making and actions and strengthens our service delivery, staff, volunteer and client relations at all levels.

These Values and Behaviours are outlined below.

Quality and Service

- Continuously improve in order to achieve the highest quality of service
- Make decisions responsibly and with good judgement
- Pursue the highest ethical standards
- Take responsibility for our actions and results
- Be diligent, hardworking and performance/achievement orientated

Support, Encourage & Develop Staff/Volunteers

- Support, encourage staff/volunteers in all aspects of their work
- Encourage and support learning and development
- Teach, train, develop and otherwise improve the skills of others
- Involve staff and volunteers, listen to them and act on their concerns
- Encourage, recognise and reward commitment and initiative

Treat People with Fairness, Integrity and Respect

- Treat all people impartially and fairly
- Treat all people with integrity, respect and dignity
- Ensure freedom from discrimination, harassment and bullying
- Recognise and respect all staff, clients and volunteers and their individual needs
- Build trust and mutual respect

Work as a Team

- Share information with other staff and volunteers
- Comply with Bridges' policies and procedures
- Communicate in an open and honest manner

We will provide leadership in ensuring the Bridges Values & Behaviours are practiced by all. It is through the commitment of all staff & Volunteers to the Bridges Values and Behaviours that the highest standards of quality of service, fairness and respect will be achieved.



Rita Lang
Chief Executive Officer