

The QFD Charter : *How we live our values*

					
	Call it out Own mistakes Challenge ourselves	Be accountable Be honest Be transparent	Support each other Be committed Work as a team	Embrace diversity Communicate openly Be kind	Empower others Be open Be dependable
Above the line	• We call out unacceptable behaviour • We own our mistakes, and learn from them • We provide frank and fearless advice • We speak up and stand up for our values and beliefs • We ask for help when we need it • We challenge the status quo, each other, and ourselves to do better • We listen openly to feedback about our own actions and decisions • We make decisions that are true to our values	• We take accountability for our actions and decisions • We are honest with each other • We follow through with our commitments • We are transparent, fair and consistent in our decisions and actions • We do the right thing, even when no one is watching • We are committed to ethical decision-making, following governance and our values • We lead by example	• We support and encourage each other, in our work and our wellbeing • We are committed to the goals and decisions of our team, our service, and QFD • We work as a team, using the skills and ideas of all team members to work towards our goals • We are focused on providing a high standard of service to our community • We are committed to the physical, emotional, and psychological safety of each other and our community	• We acknowledge and embrace our individual differences • We welcome different points of view and diversity of thought • We communicate openly and honestly, enabling everyone to speak their thoughts and listen to each other • We treat everyone with courtesy and kindness • We acknowledge and appreciate everyone's role skills and knowledge	• We believe in others' skills and experience, and empower them to perform their role • We inspire confidence by being open and transparent • We are reliable and dependable, and follow through on our commitments • We know we can depend on each other • We believe our leaders will model the QFD values in their actions and decisions
	What we EXPECT in our workplace				
Below the line	• Accepting or ignoring any negative workplace behaviour • Blaming others • Covering up mistakes or inappropriate behaviour	• Not taking accountability for our decisions or actions • Lying, dishonesty or deceit • Favouritism or nepotism • Not following organisational requirements and governance	• Self-centred actions and decisions • Operating in silos • Gossiping or spreading rumours • Undermining colleagues, teams, or leaders	• Bullying, harassment, intimidation, discrimination, violence, aggression, or any other negative workplace behaviour • Dismissing or ignoring others' points of view • Negative words or actions towards others • Ostracising or isolating others	• Withholding information • Breaching confidentiality • Micro-managing
	What we REJECT in our workplace				

