



ST JOHN AMBULANCE (NSW)  
OUR VALUES &  
BEHAVIOUR  
STATEMENT



TOGETHER, EVERY DAY

# INTRODUCTION

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As members of St John Ambulance Australia (NSW) (“St John NSW”), whether volunteers or staff members, we need to ensure that our actions maintain the good name and charitable image of St John NSW at all times.

This is our Values & Behaviour Statement.

It describes who we are and how we conduct ourselves in a way that aligns with our values and those of the Order of St John. This includes the way in which we behave towards each other as well as with our customers, donors, partners and the community, including children and young people

## **Our Values: Respect - Integrity - Leadership - Communication - Collaboration**

We’ve also included examples of what appropriate behaviour looks like in practice and how by upholding this statement, we can all build a positive organisational culture that:

- Creates opportunities for all members through meaningful engagement
- Enables success through shared tools and a common vision
- Encourages innovation to re-imagine how best to serve the community
- Promotes our role as custodians of St John NSW

***Together, every day***



ST JOHN  
HEROES



# RESPECT

We are ambassadors for St John NSW. We are respected for the work that we do and the way that we do it. We recognise our strength comes from our diversity. We have the courage to be authentic and true.

## ***What does that look like?***

- We look after each other
- We value the contribution of others
- We respect that our strength comes from our diversity
- We respect the dignity and rights of others
- We ensure that children and young people are safe at all times
- We promote our reputation and honour our history
- We respect the law and act accordingly
- We use the assets of St John wisely and with respect
- We use official resources lawfully and only as authorised
- We use all equipment, goods, resources and materials provided for St John related purposes only, and not for outside clinical or business practice or personal purposes
- We respect others by not smoking in smoke free areas



# INTEGRITY

We do the right thing. We are honest and trustworthy. We are accountable for our actions and take ownership of our shared goals. We are there when you need us. You can depend on us.

## ***What does that look like?***

- We have the courage to speak out when things don't seem right
- We take ownership and pride in our work
- We take responsibility for our actions and are accountable for the consequences
- We do what we say we will do
- We are honest and trustworthy
- We do not work under the influence of alcohol or drugs
- We avoid being in a position where there is a conflict of interest
- We declare a conflict of interest where it does exist
- We do not take unfair advantage of or exploit any relationship with another member, patient or client in any way



# LEADERSHIP

We are the custodians of our future. We enable our teams to grow and succeed. We lead by example and learn from our mistakes. Our passion and commitment engage and inspire.

## ***What does that look like?***

- We learn from our successes and mistakes, acknowledging both and moving forward positively
- We put the whole of St John first, rather than individual teams or functions
- We create an environment for others to succeed
- We are all leaders at St John and we are authentic in all our actions
- We make decisions underpinned by our values and understanding the consequences for all
- We mentor and coach; our team are inspired by the journey we are on
- We empower and enable members to actively contribute to a child safety culture
- We create an environment where others can lead



# COMMUNICATION

We are sincere in our voice and actions. We share ideas and listen to each other, our customers and the community. We are open and transparent in all that we do.

## ***What does that look like?***

- We are sincere in our interactions
  - We communicate with transparency and open agendas
  - We seek input from others to clarify expectations and confirm priorities
  - We encourage people to communicate without fear, regardless of rank or position
  - We give every person a voice
  - We listen to ideas
  - We avoid misleading practices, making false statement or wrongly withholding information
  - We respect the confidentiality of information within St John NSW
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# COLLABORATION

We work best when we work together. We care for our colleagues and the community. We take initiative, generate new ideas and embrace change. We share success. Together we make a difference.

## ***What does that look like?***



- We work together to learn and share knowledge, resources and successes
- We take the initiative to be proactive and participatory
- We ensure that others are treated in accordance with the principles of natural justice
- We provide feedback to others that is relevant and constructive
- We listen to and act on feedback provided to us for the growth and development of ourselves and our teams
- We make time to reflect on our actions and behaviour towards others
- We acknowledge that we can achieve more when we're united
- We demonstrate that every person has something to offer and good ideas are acknowledged and can come from anywhere
- We encourage, embrace and support change, enabling the success of others in St John NSW

## WHAT TO DO WHEN...

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### **You see great examples of behaviour and conduct**

It's important to recognise and acknowledge the times when we or others have upheld our values and demonstrated exemplary behaviour and conduct.

Give credit where credit is due and never underestimate the impact of a seemingly simple "thank you" or "well done, great job". Feedback should be specific and relevant, and identify the positive outcomes or results.

### **You are aware of a breach of conduct**

St John NSW treats all breaches of conduct seriously.

Everyone at St John NSW has a responsibility to adhere to this statement. Failure to do so may lead to disciplinary action or termination of your role as an employee or volunteer.

There are various ways of reporting a breach of conduct, which can either be done in writing or face-to-face. Feedback should be specific and relevant, identify the consequences of behaviours or actions, and have agreements around commitment for improvement.

You may wish to raise your concern with your manager or volunteer leader. If this is not possible or appropriate, then please approach your Deputy Commissioner, General Manager or the General Manager of People, Performance and Culture. For breaches involving Executive Team members, the CEO should be notified. For breaches involving the CEO, Commissioner or Board, the Chair of the Board should be informed.

If you are uncertain whether your actions or the actions of others constitute a breach of conduct, you are encouraged to seek guidance using the same 'escalation approach' described above.