

Ethical principles

Our ethical principles flow from our values: be open, be compassionate, be bold. The principles guide our beliefs, behaviours, conversations, decisions, and actions.

Our principles

We believe in people.

- We exist to help the people who use our services
- We invest in our workforce so we can make a difference, using a whole person approach
- Our hierarchy is based on responsibility, not power

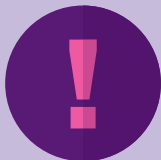
We use our ethical principles to inform the way we make decisions



We take context into account, understanding every scenario is different



We seek advice from those with relevant expertise



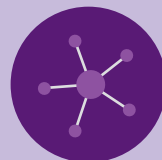
We slow down and think



We make decisions as near as possible to their impact, and involve the people affected



We ask, what is my place in this decision-making process? Am I the best person to make this decision?



We empower services to make decisions locally, but when many services are affected, we make the decision at a national level



We listen to different perspectives



We see decision making as a cycle