

Our Values and Principles

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What is this document about?

This document is about VoiceAbility's **values** and **principles**. It will help you to understand how people who work for VoiceAbility should behave. It also helps VoiceAbility decide what work to do.



Values are the ways of behaving and views that a person or organisation think are important.



Principles are a set of rules that help us to know how to behave and work.

Who is this document for?



This document is for anyone who wants to know about VoiceAbility. If you are starting to work with VoiceAbility it will help you to know what to expect.



VoiceAbility's Values

Passionate



To be **passionate** is to have strong feelings about something.

- ✓ At VoiceAbility we are passionate about making sure everybody is able to say what they think.
- ✓ We think that everybody should be listened to.
- ✓ We try to help people change their lives to make them better.
- ✓ We are passionate about being the best at the work we do.



Led by the People we work with

- ✓ The people we work with at VoiceAbility are very important to us.
- ✓ We are good listeners and will listen to what you tell us.
- ✓ We know when to keep something private.
- ✓ We also know when we need to ask someone else for help.



Resourceful

Resourceful means being able to find ways to deal with difficult problems.

- ✓ We are good at trying out new ideas to try to make things better.

Champions



Champions fight for what they believe in.

- ✓ We believe in the work that we do.
- ✓ We try to tell other people about what we do and how important it is.

Partners



Partners work together to try to make the same things happen.

- ✓ We want people to enjoy working with us.
- ✓ We try hard to be polite and think about others.
- ✓ If we say we will do something, then we will try our best to do it.



Dedicated

Dedicated means believing in what you do, and making sure you do it.

- ✓ We will only do work that we believe will make things better.
- ✓ We will always be honest.
- ✓ We will communicate in a clear way.



VoiceAbility's Principles



- We will always try to put the people who use our services first.
- We will always try to make things better for the people we work with.



- We will try to learn from our service users and other people and organisations.
- We will try to work with other organisations who believe in the same things as us.



- We will make sure that our service users help us to run VoiceAbility.
- They will help us decide what to do and help us to do it.



- We will make sure everyone who works for us treats all people in the same way.



- We will make sure that the people who work for us are happy at work.



- We will make sure everyone who works for us gets the best training and equipment.
- This will help them to be very good at their work.



- We will try not to waste things like paper and energy.
- We will do this by using buses and bikes when we can.
- We will also turn off lights and computers that are not being used.

Word List



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