



Samaritans

*Compassion Integrity Justice*

## Agency Ethos

### Samaritans Services...

- develop workable pathways to achieve the agency vision
- promote and demonstrate human rights, inclusive practices, social justice and equal opportunity
- respond to contemporary social issues in innovative and creative ways, engaging with the wider community to reflect local priorities and aspirations
- are open to all people regardless of age, race, religion, culture, disability, sexual preference or political allegiance
- are encouraged to develop in co-operation with the local Anglican parish and other community groups
- are developed in partnership with Aboriginal agencies where appropriate
- support people to achieve their potential, to take control of their lives and to live with dignity and integrity
- ensure that service users have the opportunity to participate in decision affecting them and their families
- are regularly reviewed and evaluated.

### Samaritans employees and volunteers can expect...

- safe working environments which promote and celebrate staff well-being
- their commitment, creativity and achievements to be recognised, affirmed and valued
- to be treated with dignity and respect at all times
- to be involved in decision-making where appropriate
- competent and sound management practices
- a work environment that respects and recognises the significance of cultural diversity and tolerance
- ongoing training and encouragement to achieve their potential in their work
- sound policies and procedures
- time to reflect on best practice, justice and spirituality.

### We expect that our employees and volunteers will...

- demonstrate the values of compassion, integrity and justice in the way in which we work with each other and within communities



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- celebrate and respect diversity
- provide quality service to the community and the service users
- contribute to teamwork with a common purpose and enthusiasm
- demonstrate open and honest communication
- uphold Samaritans policies, standards and values
- participate in appropriate decision-making
- be willing to learn and further develop their professional skills
- be accountable for their actions
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### **Samaritans clients can expect...**

- to be treated with dignity and respect
- to be the key decision maker in case planning and to be involved in decision-making where appropriate
- their spirituality, integrity and well-being to be upheld and affirmed
- confidentiality
- competent and caring staff members
- sound practices, policies and procedures
- respect for their strengths, experiences, skills and cultural differences
- open communication with staff
- access to their own file.