

Being

Melaleuca

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### **Our Vision is a world where everyone belongs.**

We are a small but growing organisation committed to making a positive difference to the individuals we serve, the communities we engage with and to each other.

Values underpin the work we do, ensuring that service and leadership go hand in hand. The values of Melaleuca Australia are all equally important, meaning none takes precedence over the other.

Values are core to determining the behaviours we demonstrate as people's and often remains steady across situations.

Our organisation 's positive key difference is the people who work in it, and while this sounds ordinary, the transformation we effect is further enhanced when our individual values align with the values of the organisation. This is where our actions or inactions impact our collective direction.

*"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."*

Margaret Mead

This booklet is the tip of the iceberg of a range of simple and complex behaviours which collectively indicate our collective commitment to the values of Melaleuca Australia.

It is generated from a series of workshops with staff across the organisation. It names only some of the many aspects that we see as important to growing a values based workplace.

The process of exploring turning words into actions around our values is one that has been in place at Melaleuca for years. This document is a living document which we review at least biannually and continue to grow.

As we continue to work together, our responsibility is to continue to reflect on the values we hold, consider them in context of the impact of our actions/ inactions on others and work towards leaving every situation richer than we find it. That is what **being Melaleuca** is all about.



# At Melaleuca Australia, *we value*



## *Ethics*

Upholding our moral obligations to each other, the individuals we serve and the community.



## *Belonging*

Creating a sense of community where everyone is welcome and feels included.



## *Compassion*

Practising empathy and kindness towards everyone.



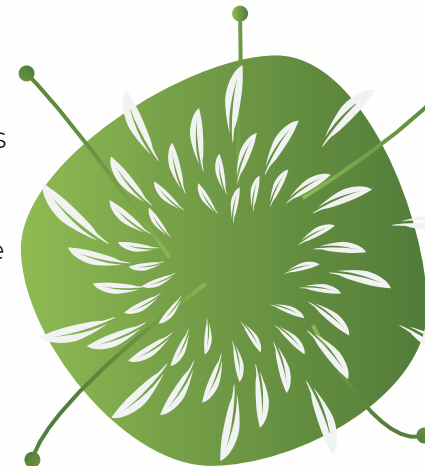
## *Respect*

Accepting each person as a unique individual.



## *Responsibility*

Being held accountable for what we do and how we do it from beginning to end.





# Respect

**Accepting each person as a unique individual.**



## **Some of the outcomes this generates are:**

- Empowerment
- Exceptional Quality of Work
- Sustainable Service Outcomes
- Staff Retention

## **Some of the ways we do this:**

We seek ways to respect all individuals, including clients, our colleagues and stakeholders. We are:

- Willing to share knowledge, information and support.
- Culturally aware.
- Conscious of and reflect on our own biases.
- Prepared to modify personal behaviours that may be disrespectful to others.
- Responsive in our actions and communications.
- Accountable.
- Communicative.
- Considerate of office etiquette, including noise levels, aromas, visuals and personal space.





# Compassion

**Practising empathy and kindness towards everyone.**



## **Some of the outcomes this generates are:**

- Improved Wellbeing
- Reduction of Suffering
- People's Dignity is Honoured

## **Some of the ways we do this:**

- We attend Trauma Informed Practice Training and immerse these principles in our work activities; work environment; and work behaviours.
- We practise acceptance and non-judgement towards all individuals.
- We apply person-centred approaches to understand each client's goals, personal boundaries and vulnerabilities.
- We meet each client where they are in their healing journey. We actively listen and remain present with them.
- We actively participate in self-care. We are compassionate towards ourselves, each other, and our clients.
- We celebrate and respect our mutual diversity when interacting with clients and each other.
- We take time to self-reflect in a healthy manner.
- We are attentive to colleagues who may need emotional and practical support.
- We honour the dignity of everyone.



# Ethics

**Upholding our moral obligations to each other, the individuals we serve and the community.**

## **Some of the outcomes this generates are:**

- Improved Communication
- Clear Boundaries in Place
- Safety for Organisation, Clients and Staff
- Shared Culture of Ethics as Applied to Decision Making

## **Some of the ways we do this:**

- Our policies and expectations are transparent, including disclosure of conflicts of interest to staff and clients.
- We maintain confidentiality and sound professional boundaries.
- We do not abuse trust and power.
- We uphold basic human rights and dignity for all.
- We know the professional scope and limitations of the services we offer.
- We use an explicit process for discussing and resolving ethical dilemmas.
- Our decisions are founded for the benefit and betterment of our clients.
- We attend training on ethics and ethical frameworks and reflect on how they affect our work.







# Responsibility

**Being held accountable for what we do and how we do it from beginning to end.**



## **Some of the outcomes this generates are:**

- High Level of Professionalism
- Environment of Trust
- Maintains & Models Good Behaviours
- Improves Safety for Organisation and Staff

## **Some of the ways we do this:**

- We speak up when we feel something isn't fair or change is needed.
- We own our actions and/or inactions.
- We are conscious of our role and proactive in our learning. We attend induction and encourage professional development.
- The organisation provides induction and feedback to employees.
- We address any grievances through the correct communication channels.
- We are supported to practise self-care.
- We understand and adhere to the organisation's policies, values, missions and purpose.
- We are timely and open with our communications between managers, employees and clients.
- We care for our work environment as if it were our own.
- We use initiative with clear communication.



# Belonging

**Creating a sense of community  
where everyone is welcome  
and feels included.**



## **Some of the outcomes this generates are:**

- Everyone Feels Safe and Welcome
- Differences Become Strengths
- Organisation and Staff Grow Together
- Collaborative Work

## **Some of the ways we do this:**

- We communicate clearly so that everyone can understand.
- We are curious about diversity and strive to learn more.
- We are active listeners. When we ask, “How are you?” we stop and listen.
- We use interpreting services.
- We pass on all relevant information and communication to the relevant people.
- We prepare ahead.
- We know, use and remember your name.
- We avoid stereotypes.
- We recognise strengths and see beyond your ethnicity.
- We create a safe place so that everyone feels welcome.





  
*Melafenuca*  
— AUSTRALIA —  
Everyone belongs

