



**BALLARAT & GRAMPIANS
COMMUNITY LEGAL SERVICE**



Ballarat & Grampians Community Legal Service's TEAM CHARTER

Respect

- Respect the demands and pressure on one another, take the time to consider what it's like in a colleague's shoes.
 - Keep humour within professional boundaries and appropriate to audiences.
- Speak to the person directly if you have a problem with them, not someone else
 - Disagree with the point of view not the person
 - Use active listening techniques before responding to others
- Respect individual skills and capabilities - acknowledge the expertise for which each person was appointed, and respect their ability to manage their position

Professional Relationships

- Behave professionally, recognise that inappropriate conduct, impacts all members of the team and the organisation as a whole
- Recognise and value that our diverse backgrounds and experiences make us who we are
 - Respect team decisions, raise any questions or present alternative options in a considered and sensitive manner

Communication

- Ensure all communication is open, honest and transparent with both verbal and written communication
- Actively listen, respect and be non-judgemental about colleagues' views, opinions, concerns and contributions
 - Build on colleagues' ideas to achieve team goals
 - Be sensitive to messages/signals from others and makes personal changes where appropriate
- Don't gossip! If you have any concerns raise them with a senior staff member.

Collaboration

- Provide and share with colleagues all information required to facilitate organisational activities and goals
- Create and participate in opportunities to seek and provide support to each other

Support

- Put the team first
- Have each other's backs
- Accept help when you need it

Accountability

- Willingness to accept responsibility for your own actions
 - Ownership and investment in your work
- Do not see constructive criticism as a personal attack, but rather suggestions upon how you can improve your professionalism and efficiency
 - Learn from your success and failures