

Principles of Practice

We act in ways that support our members to impact positively on stakeholders, consumers and communities. A priority for WANADA is to role model respect for diversity including cultural diversity.

WANADA Staff:

1. Are Member Focussed

- 1.1 Our key role is to support the sector to deliver evidence-informed practice for effective outcomes
- 1.2 We support opportunities that enable our members to realise shared objectives
- 1.3 Our approach appreciates and strives to minimise the impost on our members
- 1.4 We know our engagement approach is on-track when we have representative member participation
- 1.5 We look for strategies for sector solidarity and collaboration within and across sectors

2. Consider Appropriate Participation

- 2.1 WANADA, as a peak body, does not provide a shortcut around good process
- 2.2 We participate only when doing so is consistent with our strategic purpose and objectives
- 2.3 We negotiate on equal terms
- 2.4 We value relationships and will be clear about our agenda and actively determine others' agendas
- 2.5 We plan for, and appropriately support, relationship building and the consideration of external factors and consequences
- 2.6 We participate with the knowledge that WANADA is an autonomous organisation
- 2.7 We weigh up the pros, cons and requirements of effective participation
- 2.8 We respect consumer knowledge and wisdom, and are mindful of not contributing to stigma and discrimination
- 2.9 We actively seek and promote minority voices to contribute to our position

3. Consider Appropriate Communication

- 3.1 We consider accessibility, diversity and cultural security in all our communications
- 3.2 We consider the sensitivity of information that WANADA receives, and are transparent in how the information is used
- 3.3 We aim to ensure equitable information dissemination
- 3.4 We recognise that we influence decisions when we are in conversation with the key decision makers
- 3.5 We maintain an independent evidenced voice irrespective of outside pressure and differing views
- 3.6 Internal communication works to enhance our and the sector's shared understanding and unified voice
- 3.7 Having knowledge of the sector through feedback, evaluation, research and experience informs the evidence base that makes credible viewpoints into well-reasoned opinions

4. Focus on Continuous Quality Improvement

- 4.1 We value feedback from members, stakeholders and colleagues to inform improvements
- 4.2 Incorporating debriefing and reflection time in our work allows benefits of learning

5. In Addition, as Members of the WANADA Team We:

- 5.1 Work to align WANADA's organisational culture with our strategic values
- 5.2 Value professional development
- 5.3 Encourage honesty, and support the safety, self-confidence and self-esteem of others
- 5.4 Support initiatives to make things better as a team
- 5.5 Lead by example
- 5.6 Focus on the situation, issues or behaviours, not the person
- 5.7 Contribute to an inclusive, supportive environment for individual opinions and discussion
- 5.8 Support sustainability, which includes actively considering what can be achieved within staff and resource capability