



Ways of Working

Agreed ways of working:

- **Openness** - Group members to have an open mind when listening to other members ideas.
- **Psychological safety & Trust** - People might be vulnerable on a day or point of time and say things that are vulnerable. Group members should trust that other members will be understanding and listen without judgement.
- **Confidentiality** - What is discussed by members in the meetings is not discussed in the community or outside the room. Get agreement from members directly before giving out any members information or sharing their information publicly. If a member wants to be less public facing, they should be able to.
- **Empathy** - Try to understand where someone is coming from, from their perspective without judgement.
- **Active listening** - With grace, to understand not just to answer. Be curious rather than judgemental when listening to people.
- **Respect** - Be respectful; honour peoples backgrounds and contributions equally.
- **No white anting** - Saying one thing to a person's face and then talking behind their back about it to someone else.
- **Encourage** & actively support other group members.



Social Inclusion Action Group

- **Professionalism** - Maintain a level of professionalism in the community and understand the public nature of the role. Acknowledge members have a public role in the community and that their public face needs to be on when representing the group. The program will have a public profile due to the nature of it being a state program embedded in a Local Government Area environment.
- **Honesty** - Be honest, speak to people directly if they upset you in the room and resolve it, making sure it doesn't go outside the room.
- **Vulnerability** - Permission to be inarticulate. The group environment gives permission to group members to not always get it right and not always have the right words at the time. All experiences are learnings with a safe to fail, free to learn approach and environment.
- **Joy** – Belonging to the group should bring you joy for you to still want to be in the group. All the above things will contribute to this, and lack of those things will detract from it as well.
- **Courage** – Have the courage to talk about your experiences, speak your mind with respect, being curious when you are uncomfortable. Having the courage to trust in others that they won't talk about what is said in the room outside of it and when they walk out of the room, they have your best interests at heart.
- **Grievance handling** -We agree to manage any conflict of interest, grievances, as per the Terms of Reference.