

Values in action

Justice, respect,
compassion and hope



1800 243 232
anglicare-tas.org.au

 **Anglicare**TAS
Choice, support and hope



Our mission

Anglicare, in response to Christian faith, strives to achieve social justice and provide the opportunity for people in need to reach fullness of life.

Anglicare is part of the Anglican Church and we share our mission under God. The Church exists to love and serve the Tasmanian community in the name of Christ.

**Do to others as
you would have
them do to you.**

~Luke 6:31

Our values

Hope

Confidently reaching for fullness of life.

Compassion

Showing empathy and care for those in need.

Justice

Promoting the fair distribution of resources and opportunities.

Respect

Recognising the inherent value and dignity of every person.

Why values are important

Values are the shared principles and beliefs under-pinning all that we do. They define what we stand for and guide the way we work.

Values give us a common language. They make clear what we hold important and what people expect from us.

Values provide direction. When we have to choose from a range of alternatives, values assist us in our decision-making. It's impossible to write rules for every situation. Instead, we seek to foster an organisational culture that enables us to think about our shared values and be accountable for our decisions, actions and behaviour.

We must not, in trying to think about how we can make a big difference, ignore the small daily differences we can make which, over time, add up to big differences that we often cannot foresee.

~Marian Wright Edelman





What people who work at Anglicare say:

"Our values serve as our roadmap. They provide us with direction about how we treat each other."

"Values give us a sense of belonging together in something."

"The values tell us how we can be an organisation that people rely on, trust and know what we stand for."

"I think without values we would have nothing to aim for ... what would be the purpose? There is more to the meaning of life than earning money and going to work 9-5. I think most of us see life in a more holistic way. If you are attached to an organisation with a 'bigger picture' view of life, it helps to give you a sense of worth and purpose."

The Anglicare team brings the values to life.

The people who work here are dedicated to making a difference. Do we do this perfectly? No, but we're committed to learning and improving. That means we keep returning to these values, over and over again.

It's about taking small steps. We may not feel compassionate at all times and in all ways, but today we can choose to be polite to a disgruntled person. We may not always feel respectful, but today we can thank someone for their effort. We may not always speak up for justice, but today we can take a turn at doing the dishes. We may not always feel hopeful, but today we can choose to give a word of encouragement.

All of our actions are important.

~Chris Jones, CEO Anglicare Tasmania

We work for justice

- We challenge systems and practices that aren't fair.
- We have a particular concern for those experiencing disadvantage or marginalisation.
- We work to remove barriers that block people's full participation in society.
- We work to ensure people can access and afford basics like food, housing and electricity.

What people who work at Anglicare say:

"We're here to help people find their voices and advocate for the needs of their own community."

"Our research and advocacy work reminds all of us to recognise how our decisions affect others."

We are not to simply bandage the wounds of victims beneath the wheels of injustice, but we are to drive a spoke into the wheel itself.

~Dietrich Bonhoeffer

What people who use Anglicare services say:

"It's about empowering people to live a full, well-rounded, happy life without that soft discrimination that happens where there is an expectation that they will always have problems and will never achieve."

"A lot of organisations think that they know what's best for the community instead of actually asking the community. How can someone know unless they ask? We know what we want and we know what the best service could be."

Speak up for the people who have no voice, for the rights of all the down-and-outers. Speak up for justice! Stand up for the poor and destitute!

~The Message, Proverbs 31:8-9



We are respectful

- We believe that each person has the capacity to make and to bear the responsibility for choices and decisions about their life.
- We see each person as valuable and treat them with respect and dignity.
- We celebrate difference and diversity within society.
- We exercise good stewardship.

Differences are not intended to separate, to alienate. We are different precisely in order to realise our need of one another.

~Desmond Tutu

What people who work at Anglicare say:

"To me, respect means valuing that people will always have differing opinions and that they can openly express these without fear or favour."

"Respect is the capacity to acknowledge a person for who they are and not what they are. As a person they are worthy of acknowledgement and appreciation, irrelevant of what may be considered their defining role, characteristics or traits."

"There are so many ways that we as workers can unintentionally disrespect the people who seek our help, especially when we are busy 'delivering services' and forget what it feels like to be on the receiving end."

"One size does not fit all and people must be given choice."

What people who use Anglicare services say:

"I like the way you ask questions as they make me think hard about my situation and think of solutions on my own. I feel in control of my life and choices."

"Respect means listening, really listening to what I have to say. How do I know if a worker is showing respect? It depends on their body language, how they answer, whether they follow up."

"I want you to make me feel like I'm worth helping."

"Use my name. That's extremely important."

Whoever wants to embrace life and see the day fill up with good, here's what you do: say nothing evil or hurtful; snub evil and cultivate good; run after peace for all you're worth.

~The Message, 1 Peter 3:10



We are compassionate

- We offer care and hospitality without expectation of return.
- We demonstrate a spirit of humility, free from blaming or judging.
- We believe that support should be available to all who need it.

Compassion asks us to go where it hurts, to enter into the places of pain, to share in brokenness, fear, confusion and anguish. Compassion challenges us to cry out with those in misery, to mourn with those who are lonely, to weep with those in tears. Compassion requires us to be weak with the weak, vulnerable with the vulnerable, and powerless with the powerless. Compassion means full immersion in the condition of being human.

~Henri J.M. Nouwen

What people who work at Anglicare say:

"We are in an incredible position of privilege to hear people's personal stories."

"We see people who are doing the best they can with what they've got. That kind of love and hope and resilience is something that is amazing to be part of."

"We can all play a part in taking away stigma and making it easier for people to get support."

But what happens when we live God's way? He brings gifts into our lives, much the same way that fruit appears in an orchard—things like affection for others, exuberance about life, serenity. We develop a willingness to stick with things, a sense of compassion in the heart, and a conviction that a basic holiness permeates things and people.

~The Message, Galatians 5:22

What people who use Anglicare services say:

"Take each person and their situation and try to understand it as best you can."

"Be a worker who is able to listen and recognise that an issue is important to me... even if it seems like a stupid problem."

"I come across as strong... so people just assume that I'm doing OK. But if I open up and tell someone how I really am, I need to know that they acknowledge it and that they care. Just asking 'are you OK?' makes a lot of difference."

"When I'm with a worker I can relate to I get really happy – this is a real person, I can talk to them, they're a good one. I can tell straight away if someone is prepared to help me or wants to palm me off."



We are hopeful

- We believe every person has the potential to live life abundantly.
- We present a vision of a compassionate, just, inclusive and reconciled society.
- We develop new and innovative responses to challenges.
- We work cooperatively to build a better future.

He puts poor people on their feet again; he rekindles burned-out lives with fresh hope, restoring dignity and respect to their lives—a place in the sun!

~The Message 1 Samuel 2:7

What people who work at Anglicare say:

"... when someone is really struggling and they can't see any meaning to their life, we (as a service) need to carry the hope for them."

"I don't believe people ever 'get over' traumatic experiences but they do move on from them."

It is people who have every reason to despair, but don't, who have the most to teach us, not only about how to hold true to our beliefs, but about how such a life can bring about seemingly impossible social change.

~Paul Loeb

What people who use Anglicare services say:

"The words 'there's nothing I can do' dash the hope. If you can't help, tell me where I need to go and give me phone numbers."

"It doesn't cost anything to encourage someone but it can go a long way."

"Now I don't make a burden about things I can't change – I just focus on myself and looking forward more positively."

"Let me give the example of someone in an abusive situation where they've been told they're bad, rotten, worthless. If they walk into an Anglicare office and are made to feel special, that could be the only time in the last twelve months that they've felt that way. Just imagine the difference in a life that makes."





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