

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:

Are Member Focussed

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

Consider Appropriate Participation

- WANADA, as a peak body, does not provide a shortcut around good process
- We participate only when doing so is consistent with our strategic purpose and objectives
- We negotiate on equal terms
- We value relationships and will be clear about our agenda and actively determine others' agendas
- We participate with the knowledge that WANADA is an autonomous organisation
- We weigh up the pros, cons and requirements of effective participation
- We respect consumer knowledge and wisdom, and are mindful of not contributing to stigma and discrimination
- We actively seek and promote minority voices to contribute to our position

Consider Appropriate Communication

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

Focus on Continuous Quality Improvement

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

In Addition, as Members of the WANADA Team We:

- Recognise that the WANADA workplace is a values driven organisation
- Focus on the situation, issues or behaviours, not the person
- Support the self-confidence and self-esteem of others
- Support initiatives to make things better as a team
- Lead by example
- Contribute to a supportive environment for individual opinions and discussion
- Value professional development