

our values

our philosophy

our purpose

We enrich lives and
communities by
providing homes for
people in need.

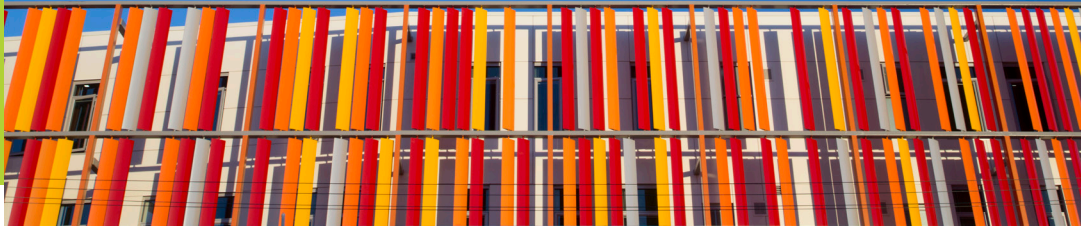


our goal

We know that the underlying issues in social housing cannot be addressed solely by increasing the supply of affordable housing. It is our goal to work with our tenants, community, government and other service providers to reduce demand for housing by supporting tenants and residents to make a positive exit from the system.



our guiding philosophy



At Foundation Housing we live our purpose as we:

- Build futures together
- Create solutions
- Earn trust
- Care about people and places

We live our purpose by ensuring that somebody or something is better as a result of what we do. We are kind to each other and have fun together. We acknowledge everyone's contribution and celebrate every win.



**our values
in action**



We care for people

We achieve this by:

- Giving people our time
- Listening well
- Being kinder than we need to be
- Understanding that everyone's story is unique and of equal value
- Actively looking for the strengths in others



Questions to ask yourself

Giving people our time

When did I last change what I was doing to make time for someone else?

Am I going out of my way to help someone else?

Am I focused on the people we serve?

Listening well

Do I consciously make space for the other person to talk, rather than dominating the conversation?

Do I feed back to the other person what I think I heard

them say to check I heard correctly?

Am I truly hearing what is being said – or am I thinking about what I'm going to say next?

Being kinder than we need to be

Can I name one small kindness I did today?

If I reflect on my behaviour and actions would I say I am being kind to all people and not just the ones that I find it easy to be kind to?

Understanding that everyone's story is unique and of equal value

Do I take the time to look beyond the person to truly understand their unique story and circumstances?

Am I judging someone without honestly trying to understand their story?

Am I aware of how my mindset affects my actions?

We own all of our decisions and actions

We achieve this by:

- Admitting mistakes, learning from them and fixing things up
- Respecting organisational policies and procedures and following them
- Having the courage to make the tough decisions and stand by them



Questions to ask yourself

Admitting mistakes, learning from them and fixing things up

Am I too focused on being right?

Do I admit my mistakes so I can learn from them and do better next time?

Do I feel safe at Foundation Housing and feel confident that I will be supported if I admit a mistake?

Being confident that the organisational policies and procedures have been followed

When did I last check the policy and procedure for this process?

When did I last have any training for my team and for myself?

Do I follow the correct procedures so that our customers experience our best service every time?

Having the courage to make the tough decisions and stand by them

Do I avoid difficult decisions?

Do I hold a different position depending on who I last spoke with?

Did I agree in the room but then go out and tell others that the wrong decision has been made?

We are passionate

We achieve this by:

- Caring intensely about the work that we do
- Inspiring others with excellence
- Celebrating success
- Embracing and driving change



Questions to ask yourself

Caring intensely about the work that we do

Am I proud to support Foundation Housing's purpose?

Do I finish the end of the work week with a sense of achievement of an important job well done?

Do I understand how my role fits into the bigger purpose of the work that Foundation Housing does?

Inspiring others with excellence

Do I go the extra mile to get a great outcome or do I just get the job done?

Am I committed to being enthusiastic and bringing vitality to my work?

Am I using my talents to help others in the work that we do?

Celebrating success

What did I do to celebrate when we last had an important success?

Do we have regular formal celebrations of success across

the company throughout the year?

Do I congratulate the people I work with when they have had a win?

Embracing and driving change.

Is my first answer to any new idea always no?

Do I get excited by the possibilities of new opportunities?

Do I take a lot of convincing to try new or different ways of doing things?

We focus on finding solutions

We achieve this by:

- Providing timely and accurate information to others so that solutions can be found.
- Understanding that others often know the solutions to their own problems and assisting them to find their own way forward
- Identifying root causes and developing the right solutions
- Not bringing just the problem but ideas about the possible solutions



Questions to ask yourself

Providing timely and accurate information to others so that solutions can be developed

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Do I know where I fit in and what information it is important for me to provide to others?

Do I see gaps and try to fill them?

Do I put others' request for information at the bottom of my to do list?

Understanding that others often know the solutions to their own problems and assisting them to find their own way forward.

Do I talk over people, or do I let them use me as a sounding board?

Do I respect that other people are the experts on their own lives?

Do I judge other people's decisions as wrong if they are not the same as the decision I would make?

Identifying root causes and developing the right solutions

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Did I take the time to really think the issue through and consider solutions?

Did I seek input from others to make sure I really

understood the underlying issues of a problem?

Am I sure I am looking for the solutions for the cause of the problem not the symptoms?

Not bringing just the problem, but ideas about the possible solutions

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Can I solve the problem myself?

If I can't resolve it myself, did I give real thought into a solution that I can present to the person I am referring to?

Am I asking myself "how can I achieve that" rather than "can I achieve that"?

We're always honest

We achieve this by:

- Providing well thought out and constructive feedback
- Initiating the challenging and tough conversations
- Saying what you are thinking and doing what you say



Questions to ask yourself

Providing well thought out and constructive feedback

Did I spend time thinking through what would be helpful feedback before I spoke?

Am I receptive to feedback?
If not, why do I assume others will be receptive to feedback from me?

Do I proactively share what I really think and feel, if it can support someone's growth, even when it may be uncomfortable?

Initiating the challenging and tough conversations

Right now, how many difficult conversations am I avoiding?

Who are they with?

What would be better if I had those conversations?

Saying what you think and doing what you say

Did I speak out and give my opinion in the meeting or did I keep silent and then complain about it afterwards?

Are my actions consistent with what I am saying is the right way to go about doing something?

Do I walk the talk?

We nurture relationships

We achieve this by:

- Having fun together
- Earning the trust of others
- Checking in with people regularly, particularly when things are tough
- Respecting people for who they are and for their knowledge, skills and experience as individuals and team members



Questions to ask yourself

Having fun together

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Have I laughed in the office today?

Did I make anyone else laugh today?

Do I look forward to coming to work?

Earning the trust of others

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Do I keep confidences?

Did I keep my word? If I said I'd do something, did I do it?

Am I being authentic and honest with people?

Checking in with people regularly, particularly when things are tough

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Do I know what challenges the people around me are dealing with?

Do I make time to check in with people regularly, so I would sense if something was wrong?

Have I asked someone how they are going lately?

Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

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Do I make time to get to know those I am working with?

Do I think I always know best?

Am I open and curious about other's opinions and make sure I don't get defensive?

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