Our Values

NCOSS
NSW Council of Social Service

Tenacity

We maintain hope and persevere to deliver.

We acknowledge anger and frustration without extinguishing hope.

We turn hope into action and persevere in the face of adversity.

We track impact, celebrate progress and learn from experience.

Integrity

We are independent and act with transparency and purpose.

We are independent and non-partisan.

We say what we mean, are accountable and follow through on our commitments.

We make the basis, process and ownership of significant decisions appropriately transparent.

Courage

We tell the truth and challenge inequitable systems.

We tell the truth respectfully and do not avoid difficult conversations.

We challenge inequitable systems, assumptions and practices with evidence, clarity and purpose.

We make it safe for people to express vulnerability, ask questions, disagree and be challenged.

Connection

We honour relationships between people, communities and systems.

We communicate in plain and inclusive language. We lead with kindness and reciprocity.

We choose collaboration over competition.

We invest time in relationships, including people outside our usual networks.

Solidarity

We work alongside others with humility, listening deeply and amplifying their voices.

We work alongside people and communities, listening deeply before deciding or acting.

We build lived experience and stakeholder inclusion into our work from the beginning.

We amplify voices through our reports, advocacy, media, events and public presence.