

A FEMINIST FORCE FOR GOOD



For women and children.
Against domestic violence.

OUR VALUES

A FEMINIST FORCE FOR GOOD



Refuge is a feminist organisation striving for inclusivity and equality and our feminism is intersectional.

Every day we work extensively and closely with survivors of domestic abuse, ensuring their diverse and varied experiences and needs are central to everything we do.

Our work is rooted in confronting abuse and violence against all women and girls and challenging the patriarchal power structures, misogynistic cultural norms and social attitudes that allow it to continue.

Our values inform **HOW** we behave as a feminist force for good. They are:

- **Never shy away**
- **Build it together**
- **Show we care**
- **Learn every day.**

NEVER SHY AWAY



To achieve the best we can, we step up and step in to do the things that will make a positive difference, even if they are difficult

We are courageous and unafraid to speak up and speak out or challenge when needed and we support others to do the same

To help create positive change and ensure our knowledge and expertise are valued and respected, we are uncompromising in the quality of our work.

Behaviours

Committing to clear goals and holding ourselves and others accountable to achieve them

Always working hard to achieve the best outcome or result, showing tenacity and courage if things are difficult or challenging

Positively challenging, when we believe that things can be improved or issues need to be addressed

Recognising good performance and acting fairly but decisively to tackle poor performance when required, to maintain high standards across the organisation.



BUILD IT TOGETHER

Our expertise and effectiveness are rooted in listening to and working closely with survivors, so we ensure their diverse experiences and needs are central to all we do

We recognise we can achieve more when we work in partnership, so we seek out and bring in the expertise and experience of others and build positive relationships

To ensure that everyone feels they have a voice and can make a contribution, we actively listen to, respect and value diverse experiences and perspectives.

Behaviours

Seeking out and considering how the voices and experiences of survivors can help impact and inform our work

Working positively and in partnership with others to achieve common goals, sharing knowledge, learning and expertise

Taking time to listen so we can understand and learn from others, rather than assuming we always know best

Creating ways for everyone to be heard, respected and valued.



SHOW WE CARE

To support the greatest positive change, individually and collectively, we empower people and encourage ownership and accountability

To achieve the best we can, we take good care of the emotional and physical wellbeing of ourselves and others, ensuring we all have the skills, support and resilience we need

We lead by example, to build a culture of trust, respect and compassion by communicating and behaving honestly and respectfully.

Behaviours

Supporting everyone to make an effective contribution and achieve objectives, whilst developing individual skills and competencies

Creating space for others to lead and we share ownership

Calling out any form of discrimination and abuse of power that we witness or experience and support others to do the same

Being clear, timely and transparent in decision-making and communicating with others and encourage others to do the same.

LEARN EVERY DAY



To ensure we are continually improving, we create an environment where everyone is encouraged to reflect on and respond well to feedback

Domestic abuse and the needs of survivors are ever-changing, so we respond well to change; actively adapting what we do, and how, when required

To continue to pioneer and lead change, we look for and invest in new ideas and solutions that amplify or accelerate our impact and that create better outcomes.

Behaviours
Sharing our knowledge and learning and looking to apply best practice internally and externally

Taking responsibility for our own learning and look for opportunities to develop and improve what we do and how we do it

Asking for, listening and responding positively to feedback on our performance

Measuring and monitoring outcomes and impact and where these can be improved, seek out new and different ways of doing things.