

# Values

These values form part of the 2024 competency and values framework (CVF).

5 mins read

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Values are beliefs which are important to us as individuals. They motivate particular behaviours and actions. Policing is a deeply ethical profession.

The three values in the competency and values framework are derived from the [ethical policing principles](#) and support everything we do:

- [Courage](#)
- [Respect and empathy](#)
- [Public service](#)

## Courage

This means making, communicating and being accountable for decisions, and standing against anything that could bring our profession into disrepute.

When we are motivated by courage, we actively uphold the ethical standards of the police service so that we do the right thing even when the circumstances are difficult. We set good examples, challenge unprofessional behaviour and all forms of prejudice and discriminatory behaviour, and any activity which undermines the impartiality of policing.

We build and maintain the confidence of the public, our colleagues and partners through the way we conduct ourselves. We maintain professional boundaries with those we serve and work with to help protect ourselves and those around us.

We are open about what we have done and why and keep our promises so we can be relied on when needed. We support an environment where ethical issues or unprofessional actions can be raised, questioned, challenged, reported and addressed.

We are honest and open in our interactions and decision making. We have the courage to respond to criticism with professionalism.

## Examples of courage

We act with courage when we:

- do the right thing, even when it feels difficult
- act as role models to encourage professional and ethical behaviour in others
- challenge behaviours, language and attitudes that undermine our profession and support others to do the same
- stand up against discrimination, prejudice and hate in all its forms
- engage in difficult conversations when we hear or see unprofessional behaviour
- address incidents of unprofessional conduct and take appropriate action
- are open and responsive to scrutiny and challenge
- are honest and truthful, giving accurate representations of our actions and records

## Respect and empathy

This means encouraging, listening to and understanding the views of others, and seeking to recognise and respond to the physical, mental and emotional challenges that we and other people may face.

When we are motivated by respect and empathy, we ensure people feel valued and listened to. We treat them with patience and courtesy where possible, recognising that sometimes we may need to prioritise safety and security. We give them opportunities to share their views and take these views into account. We seek to understand other people's perspectives and recognise they can differ from our own.

We engage with people who have a wide range of experiences and needs and provide a service that takes into account each individual's unique circumstances. We ensure everyone, regardless of background or circumstance, is treated equally and fairly, recognising the need to tailor our responses to individual needs to ensure we are being fair and respectful.

We understand and recognise that people may respond differently to the same situation.

We are careful to recognise and manage our biases, so they do not stop us from engaging with people with different needs and experiences equally and fairly.

## Examples of respect and empathy

We show respect and empathy when we:

- treat everyone with dignity and respect, even in challenging circumstances
- give people an equal opportunity to share their views and take these into account
- recognise and manage our biases to ensure we make fair and objective decisions
- take action to understand and appreciate other people's experiences, values and beliefs and how they differ from our own
- promote equality and celebrate difference
- respond fairly, impartially and with sensitivity to people's needs

## Public service

This means working in the public interest, fostering public trust and confidence and taking pride in providing an excellent service to the public.

When we are motivated by public service, we respect the authority and influence afforded to us by our role in society and the responsibility we have in using our policing powers. We apply those powers lawfully, proportionately and when necessary.

As we strive to help deliver good outcomes for the public we serve, we seek to find opportunities to learn and improve ourselves as professionals. We reflect on our actions and decisions to see what could be changed to improve the service we offer the public.

We have a responsibility to ensure that we act in the best interest of society as a whole. Improving the safety and wellbeing of the public underpins all that we do. We respond to different communities, taking into account their history and experiences including trauma and adversity.

## Examples of public service

We provide public service when we:

- act in the interests of the public, first and foremost
- are open and honest about our knowledge and experience with those we serve, even when it can be uncomfortable

- act in ways that give others the confidence to share experiences and ideas that can improve outcomes for the public
- seek to understand and address the needs and concerns of all our different communities
- seek constructive feedback from a wide variety of people, avoiding being defensive
- reflect on and understand our own strengths and areas for development and take responsibility for our own learning to address gaps and improve our service to the public

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