






## 3 Values, 1 Phrase, Supported by Nine Performance Standards.

### EXCELLENT.CHRISTIAN.SERVICE.

 <b>EXCELLENT</b>	 <b>CHRISTIAN</b>	 <b>SERVICE</b>
We ensure our customers and guests are safe and delighted	We live under the authority of God's word and know that it is good	We are trustworthy and honest
We do what is best for others	We take opportunities to commend Christ to people	We are open to being persuaded there is a better way
We bring our best to work	We are increasingly clear reflections of Jesus	Our customers benefit from all our actions

### NINE PERFORMANCE STANDARDS DEFINED AND EXPLAINED

An organisation's values are variously described as "a small set of vital and timeless guiding principles", "ethics, the rules [which are] the same for everybody" and "the highest ideals of how leaders would like to influence individuals' behaviours and functions at work".

At the heart of Youthworks' ministry and Values lies the good news of the Gospel of Jesus Christ.

Accordingly, our Christian faith is at the centre of our Values. For each of our Values, we have three Performance Standards that all members of the Youthworks team are held to.

## **EXCELLENT**

### ***We ensure our customers and guests are safe and delighted***

Jesus, the eternal king of the universe, for whom and through whom all things were made and are sustained (Colossians 1:15-17), did not come to earth to be served but to serve humanity and go to the cross that we might be forgiven and redeemed to a relationship with God.

Matthew 22:29

[Jesus said,] Love your neighbour as yourself.

Romans 12:13

Practice hospitality.

### ***We do what is best for others***

Life is best lived in service of others, including our customers and our colleagues.

Hebrews 10:24

Let us consider how we may spur one another on toward love and good deeds.

Acts 20:45

It is more blessed to give than to receive.

### ***We bring our best to work***

Convinced of both the tremendous worth of Youthworks' ministry teams that promote the gospel among young people, and the imminent return of Jesus, it follows that our activities at work are eternally significant. It also spurs us toward innovation and leadership.

1 Corinthians 10:31

So whether you eat or drink or whatever you do, do it all for the glory of God.

Colossians 3:23

Whatever you do, work at it with all your heart, as working for the Lord, not for people.

## CHRISTIAN

### ***We live under the authority of God's word and know that it is good***

Our Values are neither arbitrary nor sourced from within a closed system. Christians believe that in the Bible our creator God reaches down to us and communicates clearly about how he desires us to live. It follows that living according to our Creator's instructions will see us at our 'most human' and living our best lives.

2 Peter 1:21

Prophecy never had its origin in the will of man, but men spoke from God as they were carried along by the Holy Spirit.

John 10:10

[Jesus said,] I have come that they may have life, and have it to the full.

### ***We take opportunities to commend Christ to people***

If the resurrection of Jesus fulfilled Old Testament prophecies, then it confirms he is who he claimed to be – the author of life and the one who offers eternal life to all who turn to him in repentance and faith

Matthew 28:19

[Jesus said,] go and make disciples of all nations

Acts 10:42-43

He [Jesus] commanded us to preach to the people and to testify that he is the one whom God appointed as judge of the living and the dead. 43 All the prophets testify about him that everyone who believes in him receives forgiveness of sins through his name."

### ***We are increasingly clear reflections of Jesus***

Christians are those who follow the Christ and our heavenly Father by his Spirit is transforming his people into the likeness of Jesus.

2 Corinthians 3:18

We, who with unveiled faces all reflect the Lord's glory, are being transformed into his likeness with ever-increasing glory, which comes from the Lord, who is the Spirit.

Hebrews 12:2

Let us fix our eyes on Jesus, the author and perfecter of our faith

## SERVICE

### ***We are trustworthy and honest***

Trust takes a long time to earn and only a moment of indiscretion to lose. When we say what we mean and mean what we say, people will take notice and entrust us with greater levels of partnership.

Exodus 20:15-16

You shall not steal. You shall not give false testimony against your neighbour.

Acts 2:47

[on account of their good lives, the first generation of Christians] enjoyed the favour of all the people. And the Lord added to their number daily those who were being saved.

### ***We are open to being persuaded there is a better way***

Very few breakthroughs in human understanding and effectiveness came through individuals who thought they had all the answers. Rather, driven by an attitude of humility, it was through seeking new ways of doing things that much of what we know and enjoy today was secured. This is also the pathway to collaboration that benefits all involved.

Philippians 2:3

Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves

1 Peter 5:5

All of you, clothe yourselves with humility toward one another, because, "God opposes the proud but gives grace to the humble."

### ***Our customers benefit from all our actions***

Our Mission is to support the work of the gospel in churches and schools to present children, youth and families mature in Christ. The best partnerships happen when the partners are blessed by each other's actions. As a Christian organisation we are outward-looking, outward-focused and other person centred. Our first and last Performance Standards are focused on our customers. This focus on our customers informs all that do, for their success in ministry is our success.

Mark 9:33-35

They came to Capernaum. When Jesus was in the house, he asked his disciples, "What were you arguing about on the road?" But they kept quiet because on the way they had argued about who was the greatest. Sitting down, Jesus called the Twelve and said, "If anyone wants to be first, he must be the very last, and the servant of all."