



My Therapy Crew

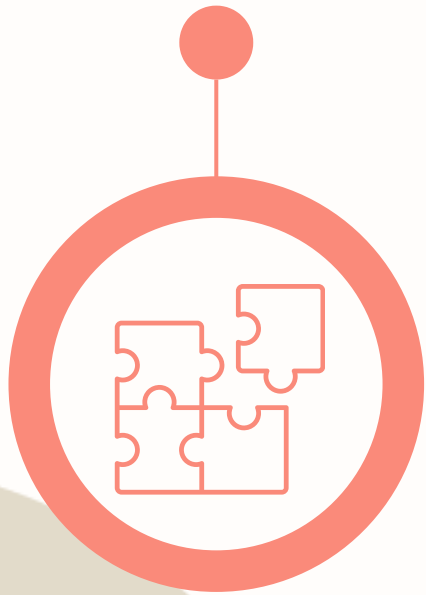
**CULTURE BOOK
2026**

VISION

**TO MAKE A POSITIVE
IMPACT IN THE LIVES OF
OUR CLIENTS AND CREW.**

VALUES

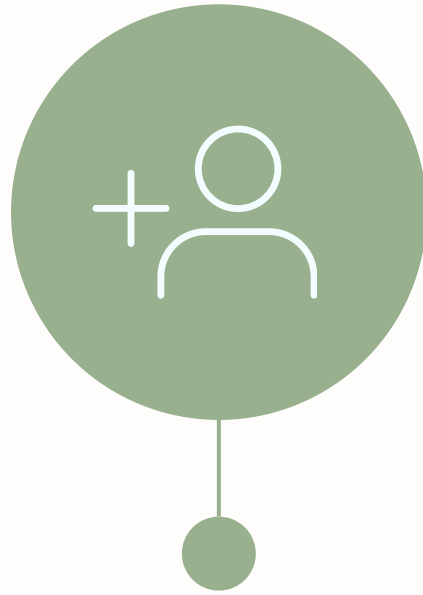
Contributing



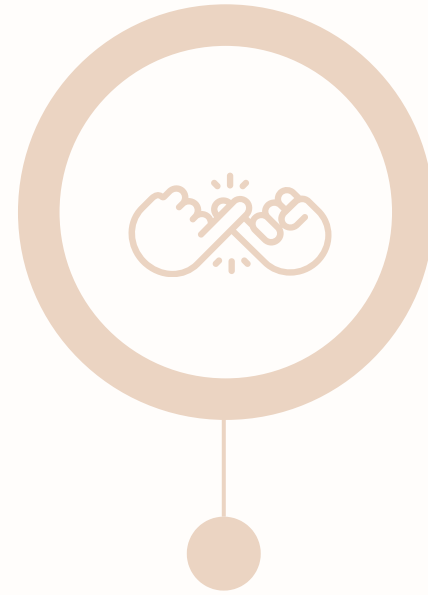
Nurturing



Always Learning

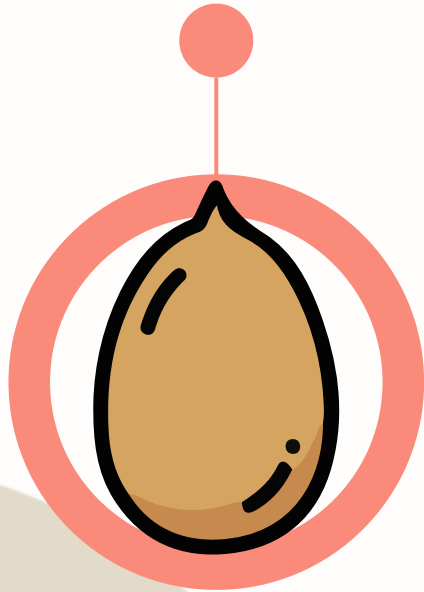


Dependable

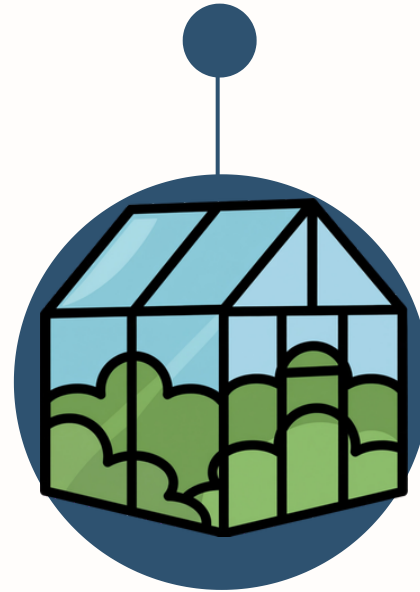


VALUES

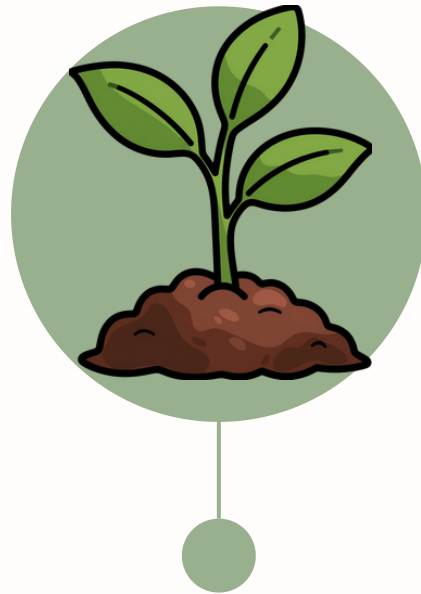
Contributing



Nurturing



Always Learning



Dependable



VALUES

Contributing

Let's Invest

We recognise that our knowledge, time, skills, experience and resources are gifts that can benefit others. We intentionally invest what we have for the good of our clients, our crew, our organisation and the communities we serve. We share knowledge freely, celebrate one another, and actively strengthen the team and the profession around us. We understand that meaningful and sustainable impact is built through collective investment. At My Therapy Crew, we give, we build, and we plant seeds for the future.

Standards

- Cheer the crew
- Share generously
- Build others up
- Invest beyond yourself
- Strengthen the organisation
- Fill the gaps

VALUES

Always Learning

Let's Grow

Growth is part of who we are. We believe every experience — success, mistake, challenge or discomfort — is an opportunity to learn and become better. We take intentional ownership of our development as professionals and as people, remaining curious, reflective and teachable. We welcome feedback, learn from those around us, and are willing to stretch beyond what feels comfortable — knowing that we are supported as we grow. At My Therapy Crew, growth is chosen, supported and expected.

Standards

- Stay curious
- Own your growth
- Welcome feedback
- Reflect on experience
- Stretch with courage
- Learn together

VALUES

Nurturing

Let's care

At My Therapy Crew, we believe people matter. We treat one another with warmth, respect and genuine care, recognising that every person has inherent value beyond what they produce. We intentionally create an environment where people feel safe, supported and able to grow. We notice one another, build each other up and protect the wellbeing of our crew so that everyone has the opportunity to flourish. Nurturing is not simply being nice — it is a commitment to creating the conditions where people can become their best.

Standards

- See the person
- Be approachable
- Listen first
- Cultivate flourishing
- Prioritise relationships
- Protect wellbeing

VALUES

Dependable

Let's do it well

Trust is built through consistent action. At My Therapy Crew, we take pride in doing our work well and in being people others can rely on. We follow through on our commitments, approach our work with professionalism and integrity, and look for ways to make things even better rather than settling for what is familiar. We take responsibility, find solutions and support one another to keep moving forward. We hold ourselves to a high standard — not out of pressure or perfectionism, but because we care deeply about the impact of our work and the reputation of the crew.

Standards

- Do what you say
- Finish well
- Make it better
- Find solutions
- Take responsibility
- Act with integrity

VALUES

Contributing

Let's Invest

We recognise that what we have can benefit others. We are committed to supporting our crew, our organisation and our profession through sharing knowledge, encouraging one another and investing beyond ourselves. We contribute intentionally so that others can grow and flourish.

Nurturing

Let's Care

We are warm, approachable and genuinely care for the people around us. We create an environment where people feel safe, supported and valued. We build strong relationships and act in ways that support the wellbeing and growth of our clients and crew.

Always Learning

Let's Grow

We are committed to ongoing growth as professionals and as people. We stay curious about new ideas, seek to improve our practice, and take ownership of our development. We learn through reflection, feedback and experience, and we intentionally build our capability over time.

Dependable

Let's do it well

We are committed to doing our work well and being people others can rely on. We take responsibility, follow through on our commitments and approach our work with professionalism and integrity. We focus on solutions and strong outcomes for our clients and crew.

Contributing

Let's Invest

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- Fill the gaps

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- Act with integrity



BEHAVIOURS

Contributing

Let's Invest

- We share our knowledge to strengthen our profession.
- We support the growth of others through mentoring, supervision and shared learning.
- We participate in professional and community networks that strengthen our work.
- We welcome students and learners into our workplaces.
- We look for opportunities to contribute beyond ourselves.
- We take opportunities to volunteer.
- We intentionally create space in our calendars to help and connect with others.
- We create and share resources.
- We identify opportunities for growth and champion action plans for their fruition.
- We step in to help when our crew members need support.
- We share our wins and lessons so others can benefit.

Always Learning

Let's Grow

- We seek knowledge that improves our work.
- We ask thoughtful questions.
- We pursue growth through shadowing, learning from others, and experiencing variety in our work.
- We commit to ongoing professional development.
- We learn from all levels of crew members.
- We take responsibility for developing our capability.
- We actively seek feedback.
- We receive feedback with gratitude, reflect on it carefully, and make changes where needed.
- We think critically and reflect on our practice.
- We stand by our convictions while continuing to assess our professional judgement.
- We regularly assess our strengths and weaknesses.



BEHAVIOURS

Nurturing

Let's care!

- We take time to know the people we work with.
- We give the benefit of the doubt and seek to see the best in others.
- We intentionally build others up, especially in their absence.
- We show genuine care for the people around us.
- We lead by example in how we care for others.
- We make ourselves available (now or later at a scheduled time).
- We make time for conversation and connection.
- We listen carefully and act on what we hear.
- We create environments where people are safe and supported.
- We actively protect the wellbeing of ourselves and others.
- We recognise that growth requires change and support one another through it.
- We give constructive feedback to help one another live our values and standards.
- We love being part of the crew and are not shy about showing it.

Dependable

Let's do it well!

- We ensure our work remains within our professional scope and responsibilities.
- We pursue solutions that effectively address the problem.
- We persist until we have explored all reasonable options.
- We take care to bring our tasks to completion.
- We communicate clearly and professionally in all our interactions.
- We recognise what comes naturally to us and prepare well for situations that require more energy.
- We manage our responses so we can remain professional under pressure.
- We speak up and seek support when we are struggling.
- We communicate early when challenges may affect our commitments.
- We take ownership of our work and its outcomes.
- We ensure our work is accurate and of a high standard.
- We act with integrity and do not cut corners in our work.

STAY CURIOUS

Maintain an open and questioning mindset. Look for opportunities to understand more deeply, explore new ideas, and challenge assumptions rather than settling for what you already know.

OWN YOUR GROWTH

Take responsibility for your development. Actively seek out learning opportunities, build your capability, and don't wait for others to drive your growth.

WELCOME FEEDBACK

Receive feedback with humility and openness. See it as a tool for growth, not criticism, and use it to strengthen your practice and impact.

REFLECT ON EXPERIENCE

Regularly take time to consider what's working, what isn't, and why. Learn intentionally from both successes and challenges.

STRETCH WITH COURAGE

Be willing to step beyond what feels comfortable. Growth requires effort, risk, and discomfort — and we support one another in that process.

LEARN TOGETHER

Engage in shared learning through collaboration, supervision, and discussion. We grow faster and better when we learn as a team.

DO WHAT YOU SAY

Follow through on commitments. Be someone others can rely on by aligning your actions with your words.

FINISH WELL

See tasks through to completion with care and attention. Don't leave things half-done when they matter.

MAKE IT BETTER

Look for ways to improve what you're doing. Don't settle for "good enough" when there's an opportunity to lift the standard.

FIND SOLUTIONS

Approach challenges with a problem-solving mindset. Focus on what can be done, not just what's difficult.

TAKE RESPONSIBILITY

Own your actions, decisions, and outcomes. Avoid blame-shifting and step up when things need to be addressed.

ACT WITH INTEGRITY

Be honest, consistent, and ethical in all situations. Do the right thing, even when it's not the easiest option.

My Therapy Crew 2026

CHEER THE CREW

Celebrate the wins, progress, and efforts of others. Create an environment where people feel seen, valued, and encouraged.

SHARE GENEROUSLY

Freely give your knowledge, skills, and resources to support others. Avoid gatekeeping — what you know can help someone else grow.

BUILD OTHERS UP

Strengthen those around you through encouragement, development, and advocacy. Speak positively about others — especially when they're not in the room.

INVEST BEYOND YOURSELF

Contribute not only to your own role, but to the wider team, organisation, and profession. Think beyond immediate responsibilities.

STRENGTHEN THE ORGANISATION

Actively contribute to improving systems, culture, and outcomes. Leave things better than you found them.

FILL THE GAPS

Notice what's missing and step in where needed. Take initiative rather than waiting for direction when something needs doing.

SEE THE PERSON

Recognise the inherent value of each individual beyond their role or output. Treat people as people first.

BE APPROACHABLE

Create a sense of safety and openness. Be someone others feel comfortable coming to.

LISTEN FIRST

Seek to understand before responding. Give people your attention and genuinely hear their perspective.

CULTIVATE FLOURISHING

Support others to grow, succeed, and thrive. Contribute to an environment where people can do their best work.

PRIORITISE RELATIONSHIPS

Value connection and trust as foundational to our work. Invest in strong, healthy working relationships.

PROTECT WELLBEING

Be mindful of your own wellbeing and that of others. Act in ways that sustain people rather than deplete them.