



INSTITUTE OF NEURODEVELOPMENT

An ISO 9001:2015 Certified Early Intervention Centre

IND Organisational Culture Charter

Who We Are | Who We Are Not | What We Stand For | What We Reject

This is not a soft, feel-good document. It defines how we operate, how we make decisions, and what we tolerate or do not tolerate.

1. Who We Are

1.1 We Take Ownership

Each of us takes responsibility for our role, our actions, our timelines, and our outcomes.

1.2 We Are Solution-Oriented

We do not stop at identifying problems. We move toward solving them.

1.3 We Are Outcome-Driven

Being busy is irrelevant. Delivering measurable results is what matters.

1.4 We Are Learners

We do not defend mistakes. We learn, adapt, and improve.

1.5 We Are Team-First

We prioritise collective success over individual ego.

1.6 We Operate with Integrity

We do not compromise trust for short-term gains.

1.7 We Maintain Balance

We ensure decisions do not serve only personal benefit but also support the team, clients, and the system.

2. Who We Are Not

2.1 We Do Not Operate from a Victim Mindset

We do not believe:

- Someone will come and rescue us
- Conditions need to be perfect before we act
- Others are the reason we failed

2.2 We Do Not Make Excuses

Lack of time, resources, or support is not used as a habitual shield.

2.3 We Are Not Opportunistic

We do not gain at the cost of the team, client, or system.

2.4 We Do Not Avoid Responsibility

We do not shift blame without examining our own role.

2.5 We Do Not Engage in Gossip

We address issues directly, not behind people's backs.

2.6 We Do Not Give Half Commitments

If we say yes, we deliver. If we cannot, we communicate early.

3. Core Principle: 100% Responsibility

If I want a result, I take full responsibility for my part in creating it.

This means:

- I do not wait
- I take initiative
- I follow through
- I seek clarity
- I upgrade my skills
- I investigate gaps when outcomes are not achieved

This does NOT mean:

- I blame myself for everything
- I do everything alone
- I avoid asking for help

It means:

I lead from ownership, not dependence.

4. Balance Principle

Before making decisions, we check:

- Does this only benefit me?
- Does this support the team?
- Does this create value for the client?
- Does this strengthen the system long-term?

If only one side wins, it is not sustainable.

5. Work Standards

We evaluate work based on:

1. Was it delivered on time?
2. Does it meet quality standards?
3. Was ownership demonstrated?
4. Did it support the team?
5. Is it systemisable and repeatable?

6. Communication Standards

We Communicate:

- Clearly
- Respectfully
- Concisely
- Factually
- With a focus on solutions

We Do Not Communicate:

- Emotionally aggressive reactions
- Vague complaints
- Back-channel criticism
- Blame shifting
- Confusing or misleading information

7. When Mistakes Happen

We follow a fixed response:

1. Acknowledge quickly
2. Understand the impact
3. Propose a solution
4. Build a system to prevent recurrence

8. Daily Behaviour Standard

Each day, we ask:

- Did I take ownership or avoid it?
- Did I create value or just stay occupied?
- Did I solve problems or add to them?
- Did I strengthen or weaken the team?

9. Our Commitment Statement

We are not waiters, we are builders.

We do not complain, we take responsibility.

We do not chase convenience, we create value.

We are not individuals working alone, we are a unified force.

We choose results over excuses.

10. One-Line Culture Definition

Ownership + Integrity + Excellence + Team First + Growth Mindset