






PILLARS OF PRACTICE FRAMEWORK

OUR GOAL: Participants live life to the full – and choose what's right for them.

<p>OUR BEHAVIOURS THAT MAKE OUR PILLARS REAL FOR PARTICIPANTS AND THEIR FAMILIES</p>	<ul style="list-style-type: none"> • Be open and invite feedback • Listen carefully and check that you have understood • Find out what clients think and feel about what we are doing • Listen to words, observe behaviour • Tell clients what we have changed based on their input • Use warm and friendly language and show kindness 	<ul style="list-style-type: none"> • Be respectful to all people at all times • Seek opportunities to genuinely engage with and listen to people with lived experience • Be authentic in all interactions • Be prepared to change how we do things to remove any barriers to involvement • Do not make assumptions about how things should be done 	<ul style="list-style-type: none"> • Acknowledge that the client is expert in their own life • Speak up for our client's interests without fear • Strive to help client achieve goals • Think 'nothing is too hard, impossible or too bizarre' • Make your planning relevant 	<ul style="list-style-type: none"> • Inspire, engage and support team members • Foster the sense that they can change people's lives • Do the right thing not the easy thing • Be open to new ideas and be prepared to fail and learn • Keep accurate records of what we do and share information regularly 	<ul style="list-style-type: none"> • Acknowledge and congratulate others on doing well • Invite team members to provide feedback on how we do things • Develop shared objectives • Communicate regularly and openly • Create forums where staff can offer news ideas • Reward new ideas that make a real difference 	<ul style="list-style-type: none"> • Provide options and models that are proven to work • Try a different model if the results aren't good enough • Be open to change when you see a better way to do things • Evaluate what you are doing regularly • Look to peers to see what they are doing that's new
<p>OUR PILLARS – HOW WE CREATE RESULTS WITH CLIENTS</p>	<p>LISTEN TO PARTICIPANTS and demonstrate that they are being heard</p>	<p>RESPECT CULTURE and remove the barriers to participation</p>	<p>PLAN WITH THE INDIVIDUAL and create a plan that expresses their goals and aspirations</p>	<p>SUPERVISE OUR STAFF WELL have a better understanding of performance, capacity and outcomes achieved</p>	<p>WORK AS A TEAM to multiply our energy and achieve more with our clients</p>	<p>CHOOSE THE MODEL THAT WORKS and get better results</p>
<p>OUR VALUES – AND WHAT WE STAND FOR</p>	 <p>WE BUILD RELATIONSHIPS</p>	 <p>WE ARE IMAGINATIVE</p>	 <p>WE ARE RESPECTFUL</p>	 <p>WE ARE RESPONSIVE</p>	 <p>WE ARE COURAGEOUS</p>	
<p>FOUNDATION POLICIES</p>	<p>Organisational structure, governance, capability framework, risk management, quality systems and human resources.</p>					

OUR PURPOSE: To partner with people and change lives for the better.

**WE
LIFE WITHOUT BARRIERS
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