

## Principle one: Individuality

Each person is an individual and recognised for their past, present, and future

- Past: We take time to understand a person's past story
- Present: We ensure our assessments include the person's preferences, feedback, and goals
- Future: the person's wishes are central in planning for the future
- Consistency within our team promotes genuine relationships with our clients

## Principle two: Partnership

While our team works in partnership with individuals and families, decisions are made **by**, not for, individuals or their advocates regarding how they live, including when and how we assist with care and services

- Our team will support each person to maintain independence, dignity, and purpose
- Individuals choose when and how their support networks, such as family and friends, partner in care and services
- Clinical decision-making, and the provision of quality clinical services, is centred around each person's sense of privacy, wishes, individuality, dignity, wellbeing, and quality of life

## Principle three: Focus on living

Experiences, relationships, purpose, contribution, and achievement are ever evolving and have a significant influence on quality of life

- Genuine relationships are at the heart of our services (between individuals and team members, team members and their colleagues, family and friends, and the wider community)
- We are curious, flexible, and responsive to the wellbeing of each person
- Where desired by the person, we look for ways to support their sense of purpose and achievement by offering opportunities to contribute to the community through their strengths, experience, and interests
- We are flexible and responsive to changing wishes and preferences on a day-to-day basis
- Individuals are supported to take measured and responsible risks where they desire to do so

## Principle four: Service co-design

We aim to co-design our services with our community, where our individuals and our team share an equal relationship in designing and delivering services

- Individuals are supported to collaborate in the production of services and activities
- Our community is engaged in strategic direction and decisions
- Any significant development/redevelopment projects are designed with, and for, our community
- Our purpose of serving the community is considered in all decision making

## Principle five: Caring for our team

Each person can positively influence others. Our team are caring, insightful, collaborative, fun, and spontaneous. Leaders model our values and philosophy of care, and actively support and mentor team members

- Genuine relationships are at the heart of our homes and the ways we interact with each other

- Team members are supported to be curious about their own emotions and actions, and to develop positive relationships with other team members
- Team members are engaged in co-designing organisational processes, procedures, and plans

Team members are encouraged to continuously learn and grow, and to seek opportunities to develop their passions