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Best Practice Principles

The following principles underpin all service delivery across the organisation.

Client-centred focus – putting clients at the centre of decision making and practice and ensuring flexibility of service responses tailored to the client's needs and circumstances.

Self-determination and empowerment – building the capacity of people to exercise choice, gain access to resources and achieve change in their situation.

Privacy and confidentiality – assuring the right to privacy and confidentiality is upheld in all aspects of service delivery and management and meeting legal requirements.

Participation - encouraging participation and involvement of clients in decision-making about services they receive and in the wider community.

Protection of the interests and wellbeing of children – ensuring, where children are involved, their interests and welfare are paramount and that they have a voice in decision making that affects them.

Equity in access – promoting and enabling access to services on the basis of need, irrespective of race, cultural background, language, ability, religion or sexuality.

Respect for cultural and linguistic diversity - respecting and being responsive to people from other cultural and linguistic backgrounds and their community ties.

Respect for Indigenous culture and heritage - recognising that work with Indigenous communities should acknowledge, respect and support their community and cultural context.

Safety and security – assuring the physical and emotional safety of clients and staff in the process of service delivery and in the service environment.

Professional support and development of staff – providing regular supervision, support and development opportunities for staff that enhances their skills and effectiveness and the quality of service.

A learning culture – promoting a culture of learning in all aspects of the organisation's work and supporting staff to achieve continuous improvement in their work or practice.

Collaboration and links with other organisations - working with other organisations to achieve the best possible outcomes for clients and communities and expand the organisation's perspectives and knowledge.

Leadership, effective management and accountability – striving for excellence and transparency in all aspects of management and assuring accountability to clients, communities and funding bodies.