

ATTACHMENT - APPENDIX ONE – PRINCIPLES AND VALUES

Communication

- Council will be timely in all communications and will ensure that all people affected by a decision will have information provided including the rationale and drivers for all decisions.
- Open and transparent communication between all parties will underpin the partnership and build trust and confidence.

For clients

- The individual needs of all clients will be understood and considered during the transition process. It is recognised that some clients will need additional support during the transition process and Council will ensure that special attention is paid to protecting the rights of vulnerable clients.
- Council will act as an advocate for the needs of all clients and will ensure that additional resources are provided to hear and respond to individual, or group needs during transition and an appropriate time following the date of transition.
- Council will ensure that clients are provided with high quality information before, during and after transition and individual private consultations if required.

For staff

- Council values the contribution of all staff and recognises the commitment made to deliver high quality home support services to the Southern Grampians community.
- Council understands the unique relationship that develops between carers and clients and will work towards ensuring the continuity of this relationship where possible.
- Council will identify and implement readiness activities and support that will ensure workers are prepared for the transition process.
- Council will establish a transition working group involving affected staff (and their representatives) to ensure the effective two-way flow of information.
- Council will meet all industrial obligations and will ensure investments are made to provide staff with the support and skills they need to make an effective transition to future work or retirement depending on their individual circumstances.

For the appointed provider

- Council will seek to have input into the appointment of a high-quality provider of home support services (understanding that the final appointment is a matter for the Commonwealth and Victorian governments).

- Council will work constructively with the appointed provider to ensure that the service transition occurs in a way that protects the interests of clients, families of clients, staff, and the broader community.
- Council will ensure that quality client and service information will be provided to the appointed provider(s) to inform decisions during the transition process.

For community

- Council will make decisions that are in the best interests of the broader community, this will include understanding the financial, economic, social, health and wellbeing implications of any decision.
- Council will act as an advocate for the needs of the community and will hold accountable Commonwealth and State Governments and the appointed home support providers for the delivery of quality services to the Southern Grampians community.

Southern Grampians Shire Values

Innovative

Council will embrace new ways of delivering these important services to its community and will ensure delivery of best value outcomes for its community.

Respectful

Council will ensure that it values and respects the interests of clients, staff, and other stakeholders throughout its decision process.

Council will ensure that there are processes in place to allow feedback and learning to improve transition processes.

Collaborative

The needs of clients will be the highest priority for Council through the transition process.

The Council and the Council administration understand the profound nature of the decision and will ensure that the highest standards of professional behaviour and ethics are applied to managing the implementation and limiting the negative impact.

The effective management and implementation of this significant decision will require goodwill, discipline, and teamwork from all affected parties, especially affected staff involved in direct care and program coordination and management.

Trusting

Council understands that change will be challenging and respects that each individual response will be different and will require careful management and consideration.

Wherever possible, clients, staff and other stakeholders will have access to information that informs Council decision making in a timely and responsible manner.

Empowering

Council will empower clients and staff through the process and will work from a community strengths-based approach to recognise and build on existing knowledge and capacity.