



# Policy

## EMPLOYEE PROFESSIONAL STANDARDS

### Professional Competence

As Aurora Support Services employees, we are committed to ongoing development of knowledge, skills and competence relevant to the various needs of participants.

We acknowledge that our roles are challenging and complex and therefore require regular opportunities for professional development so that our knowledge and skills remain current and relevant to the needs and priorities of service users.

We will take full advantage of training opportunities offered by our employer, reflect on our strengths and areas of need, seek advice / support from supervisors and / or more experienced colleagues and in turn offer support / mentoring within the boundaries of our own experience and competence, to less experienced colleagues (especially those who are new to our organisation).

### Professional Behaviour

As Aurora Support Services employees, we understand that our behaviour directly influences the quality of life of the people we support as well as the reputation of our organisation.

We are committed to conducting ourselves in a manner that is respectful at all times. This extends to how we dress, speak, behave and interact in the company of others.

Our professional behaviour will:

- Reflect the high degree of respect we have for the people we support and acknowledge the privileged position of trust we hold
- Reflect an understanding of the expectation to maintain a professional standard whenever representing Aurora Support Services
- Reflect our understanding of the importance to provide supports according to relevant legislative practices, State and Federal frameworks and organisational Policies and Procedures
- Reflect a commitment to employing the most appropriate and least restrictive approach to delivering supports while facilitating opportunities for taking reasonable risks within a safe and supportive environment in which a duty of care is exercised to all
- Promote culturally and age appropriate activities for our service users while respecting and responding to individual interests and needs
- Recognise that a person's disability often manifests physical, economic and attitudinal barriers to participation at home and in the community

As a result, we not only provide support (including education and skill development) to participants but also challenge and redress misunderstandings, prejudices and discriminations, both within the workplace and in the wider community, by providing positive examples of appropriate attitudes and behaviours towards people with disabilities

- Reflect a person-centred approach to our work, i.e. the needs, opinions and values of participants directly influence the way in which supports are delivered
- Actively promote integration and inclusion into the community and promote socially valued roles for the people we support

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## Peer Support

As Aurora Support Services employees, we embrace a team approach to the provision of services by working collaboratively with each other in an environment that is characterised by:

- Open Communication - that is effective, positive, productive and consistent
- Respect - for the unique skills, strengths, values, expertise and experience that each of our colleagues contributes to the team
- Trust - for each other and the processes in place to maintain a challenging and rewarding workplace
- Support - for and from colleagues
- Perseverance – we will confront, endure and overcome adversity together
- Welcoming - of new initiatives and creative opportunities

We are committed to forging productive collaborations by listening to what others have to say, sharing information and providing constructive contributions to decision making processes whilst working towards mutually agreed actions to benefit the people we support.

We recognise that when seeking to address the often complex and challenging support needs of our participants, consideration of the combined diverse experiences and opinions of a team of staff is much more effective than relying on the skills and expertise of one person.

We are supportive of and offer guidance and assistance to our colleagues. In turn, we are welcoming of guidance and assistance that is offered to us. When disagreements arise, we seek to understand the differing points of view held by others and where necessary use agreed conflict resolution, grievance or mediation processes to resolve them.

## Client Rights / Advocacy

Aurora Support Services employees recognise that the people we support have both rights and responsibilities and we are committed to upholding the rights of our participants as well as providing any necessary supports to enable them to exercise their responsibilities.

We also recognise the importance of participants being able to express their feelings and preferences and contribute in a meaningful way to decisions that affect their life. We are committed to enabling people we support to become effective self-advocates by facilitating self-expression and the development of relevant skills.

We undertake to advocate for positive perceptions and valued social roles in the community for participants and people with a disability generally, by challenging social stereotypes and promoting a positive social image for people with disabilities.

## Skill Development and Lifelong Learning

As Aurora Support Services employees, we recognise that frequent opportunities to learn and use new skills is essential for the people we support to reach their full potential and experience a high quality of life.

As a consequence, we are committed to supporting participants to develop and maintain skills in a range of key life areas such as communication, being independent, having fun, self-care, being safe, lifelong learning, building relationships, community participation, exercising rights and accepting responsibilities, social skills, expressing culture and doing valued work.

We understand the importance of identifying each participant's specific support needs, as well as their goals and aspirations and subsequently addressing them. As such, we will develop individual support plans in consultation with participants and facilitate the necessary supports that enable them to progress toward

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achieving their respective goals (as identified in their Person-Centred Plan and / or NDIS Plan) and reaching their full potential in life. This may include conducting assessments / observations, monitoring and evaluating skill development, documenting progress and providing honest, accurate feedback to participants and significant others.

Furthermore, we recognise that progress and achievements will be different for every individual, but all progress and achievements need to be celebrated and valued equally.

## Review of Policy

This policy will be reviewed on a two-year basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

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