

Quality standards



Respect

I will always practice safe behaviours in everything I do

I will be honest and courteous at all times

I will be transparent and treat all participants and stakeholders with empathy and integrity always

I will always encourage teamwork to meet our participant's and other stakeholder's expectations



On show

I will be welcoming, happy and enthusiastic from the heart with all participants

I will stay in character and perform my role with all participants

I will ensure my work and workspace is ready at all times to be on show

I will practice situation awareness



Professional

I will be consistent and committed in all communication with all participants, their family and other participants

I will train consistently to ensure my skills and knowledge of product, services and technology are at the highest level

I will take ownership within the parameters of my role in the resolution of all participant and stakeholder concerns



Efficient

I will ensure an efficient and seamless process for all participant and other stakeholder interactions

I will ensure complete and accurate reporting of all participant's wants and needs

I will use my time and resources wisely



Continuous Improvement

I will realise the current situation and understand the opportunities for improvement

I will standardise my process flow and continually train for consistency

I will visualise current processes against our objectives by identifying opportunities for improvement

I will seek to optimise my performance through continuous improvement and consistency