

## “The difference is in our values”

Our values in practice: an ethical framework

### Values:

#### Responsiveness

At Contemporary Coordination, we believe that you shouldn't have to wait to receive high quality support coordination. We also believe that you shouldn't be left waiting for weeks to hear back from your coordinator.

What does responsiveness look like in practice?

- We assign less participants per coordinator, resulting in more responsive staff for both existing and new participants.
- We will typically get back to you within 2 working days. You shouldn't be expected to wait 2 weeks to hear back from your coordinator when you need support now.
- Most support coordination teams are given a KPI (key performance indicator) model. This means that workers have a set number of “billable hours” per day they need to meet, e.g. 6 hours of work they must invoice to participants out of an 8 hour day. This is a lot! To meet these expectations, coordinators are then either allocated a high number of participants and are too busy to respond to your requests, or have a smaller number of participants and are needing to look at ways to use your funding even if you don't need assistance. Instead, we simply provide support when you or your providers need it.



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- You can expect your coordinator to tell you what their working hours are and when they are on leave.

### **Respect**

Contemporary Coordination staff are respectful and intentionally inclusive to people from all walks of life, including First Nations people, people from culturally diverse backgrounds, and LGBTIQ+ people. We celebrate everyone and endeavor to provide a culturally sensitive and competent service to each of our participants. We respect the different values that people hold, but do not tolerate any bullying, harassment, or discrimination.

What does respect look like in practice?

- We acknowledge the Traditional Owners and Custodians of the lands on which we work and pay our respects to Indigenous Elders past, present and emerging. Sovereignty has never been ceded. It always was and always will be, Aboriginal land. We are fortunate enough to be working with participants on Kurna, Narangga, Nukunu, Ngarrindjeri and Ngadjuri lands.
- We acknowledge the ongoing impacts of intergenerational trauma and the varying types of systemic racism that impacts our First Nations participants and community members. We strive to provide a trauma informed approach and make efforts to foster the cultural connection of our First Nations participants.
- All workers have additional training in working with LGBTIQ+ people, ensuring all staff have the skills to work inclusively with our queer



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participants and community members. We make efforts to connect LGBTQIA+ people to the queer community if they wish.

- We recognise the likelihood of experienced trauma amongst our participants and community members and strive to provide services that are trauma informed.
- We understand that no matter where we were born, raised or live now, we all have different cultures and world views. We give respect and ask for respect in return. As part of our support for cultural and language diversity, we try to understand your preferences for workers and help you to connect with the right services who will meet your cultural needs including around gender and language needs.

## **Honesty**

We value honesty at Contemporary Coordination and see it as foundational to building strong relationships with our community.

What does honesty look like in practice?

- We aim to build trust with you by being truthful and genuine in interactions.
- We will follow through with the tasks we have agreed on.
- If we don't know an answer to your queries, we will find out the answers for you rather than providing inaccurate information.



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- We want to meet your expectations so will not make promises that we cannot keep.
- We understand that face to face or video meetings use your time and funding. We only schedule meetings when you want it or if there is important information to discuss that is beyond a phone call, SMS or email. We will be honest about the services we provide and the assistance that we recommend, and will not overutilise your funding for our own gain.

### **Professionalism**

You will engage with friendly professionals who understand our role and want to help you to access services in a way that suits you. We are professional in our interactions and ensure your privacy.

What does professionalism look like in practice?

- We respect your privacy and confidentiality. We have strict processes on recording who you have given us permission to speak with and only share your information with your consent or if required by law.
- We understand the scope of our role and will clarify any questions that you have.
- We want to provide a service in a way that suits you, and we ask for and respect your preferred ways of communicating.



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- We are punctual, reliable and have good communication skills.
- We will assist you to give feedback or make complaints about any services or supports that you are unhappy with or have felt mistreated by.
- We recognise that sharing our lived or work experiences with you can be important at certain times, however we will ensure that you and your best interests are the focus of conversations and not us.

## **Transparency**

We endeavour to be transparent in all our business operations.

What does transparency look like in practice?

- We include you in the conversations you would like to be part of and can include you in all emails about you at your request. Your participation is your choice and we also understand that many people do not want this high level of involvement.
- Your information is available for you to review. You simply have to ask! You can have full access to your reports and documents in line with legislation.
- We will help you to understand what information we collect and store about you and your situation. We do not keep any hard copies of your information and ensure information is stored securely in our online systems so only staff from Contemporary Coordination can access them.



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- You are able to access information about how we are utilising your support coordination funding and can answer any questions you have about this.

### **Genuine Choice**

We work with you to understand the types of services and workers that you would like to engage with and offer multiple options for you to consider.

What does offering genuine choice look like in practice?

- Many providers offer lots of in house services – support work, cleaning, plan management, allied health etc. We don't! We only provide support coordination services so that we can provide you with actual choices that will benefit you, not us.
- Our standard process is offering three options for each request you make, with an explanation of any key differences between the services suggested such as wait lists, costs and staff experience.
- You get to choose the service that you use! If you are looking for a particular type of worker, we ensure that services can meet your expectation before offering as an option.
- We will declare any conflicts of interest we have with other services. We will also let you know if we have had positive or negative professional experiences with the services suggested.



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- Finally, we do not refer and pass on your information to any services we suggest without your consent! We wait for you to make decisions that you feel are best for you.

You are in charge of your services, not us.

Dated 13/07/2022