



QUALITY OF LIFE

PRACTICE FRAMEWORK



Our Values in Practice

Engaged and Empowered

Real Lives, Fully Lived

We empower every person with
dignity and respect to stay
in control of their lives.

We keep learning and improving,
helping each other grow.

INDEPENDENCE



Personal Development

We engage with people to learn and grow by:

- Actively supporting participation in daily life
- Creating opportunities for skill-building and achievement
- Encouraging the pursuit of goals and interests

Self-Determination

We empower people to have choice and control by:

- Listening and responding through a wide range of communication methods
- Using Person-Centred Thinking and Planning tools
- Supporting decision-making in everyday life
- Promoting the dignity of risk – supporting people to make choices that involve challenge and opportunity



SOCIAL PARTICIPATION



Interpersonal Relations

We support people to build and maintain relationships by:

- Supporting connections with family, friends, and community
- Encouraging social opportunities and meaningful interactions

Social Inclusion

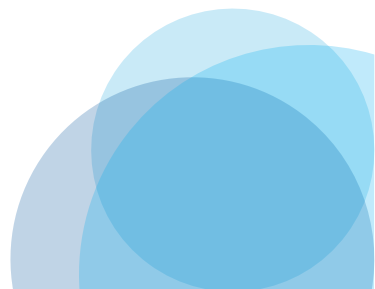
We work to ensure inclusion by:

- Supporting people to be active, valued citizens in their communities
- Addressing barriers to full participation
- Promoting contribution and recognition of people's strengths

Rights

We uphold dignity and equality by:

- Using respectful, person-first language that values identity and individuality
- Embedding PBS to reduce fear and restrictive practices
- Advocating with and for people to ensure fair treatment
- Promoting safety, autonomy, and mutual respect in all areas of life



WELLBEING



Health and Comfort

We support each person's physical wellbeing and dignity by:

- Enabling access to healthcare and advocacy with professionals
- Supporting communication of pain, discomfort, or needs, and providing personal care in a dignified and respectful manner
- Promoting healthy lifestyles, safety, and comfort in daily life

Emotional and Psychological Wellbeing

We create safety, trust, and confidence by:

- Using Positive Behaviour Support to reduce distress and increase understanding
- Promoting mental health and positive experiences
- Ensuring each person feels understood, valued, and safe
- Supporting stability, security, and a sense of belonging in relationships and environments

Identity, Meaning, and Life Transitions

We recognise the importance of spiritual, cultural, and personal identity, and support people to live well across the lifespan by:

- Valuing individual beliefs, heritage, and ways of life
- Encouraging participation in meaningful activities and community life
- Supporting people through change and life transitions with respect, continuity, and care
- Ensuring people have what they need and want to live well



HOW WE WORK

Across all domains, we:

Listen to understand

to know what really matters to each person, using all forms of communication.

Act collaboratively with purpose

providing consistent, person-centred support grounded in our shared values.

Reflect and grow together

learning from experience, leading by example, and improving practice collectively.



