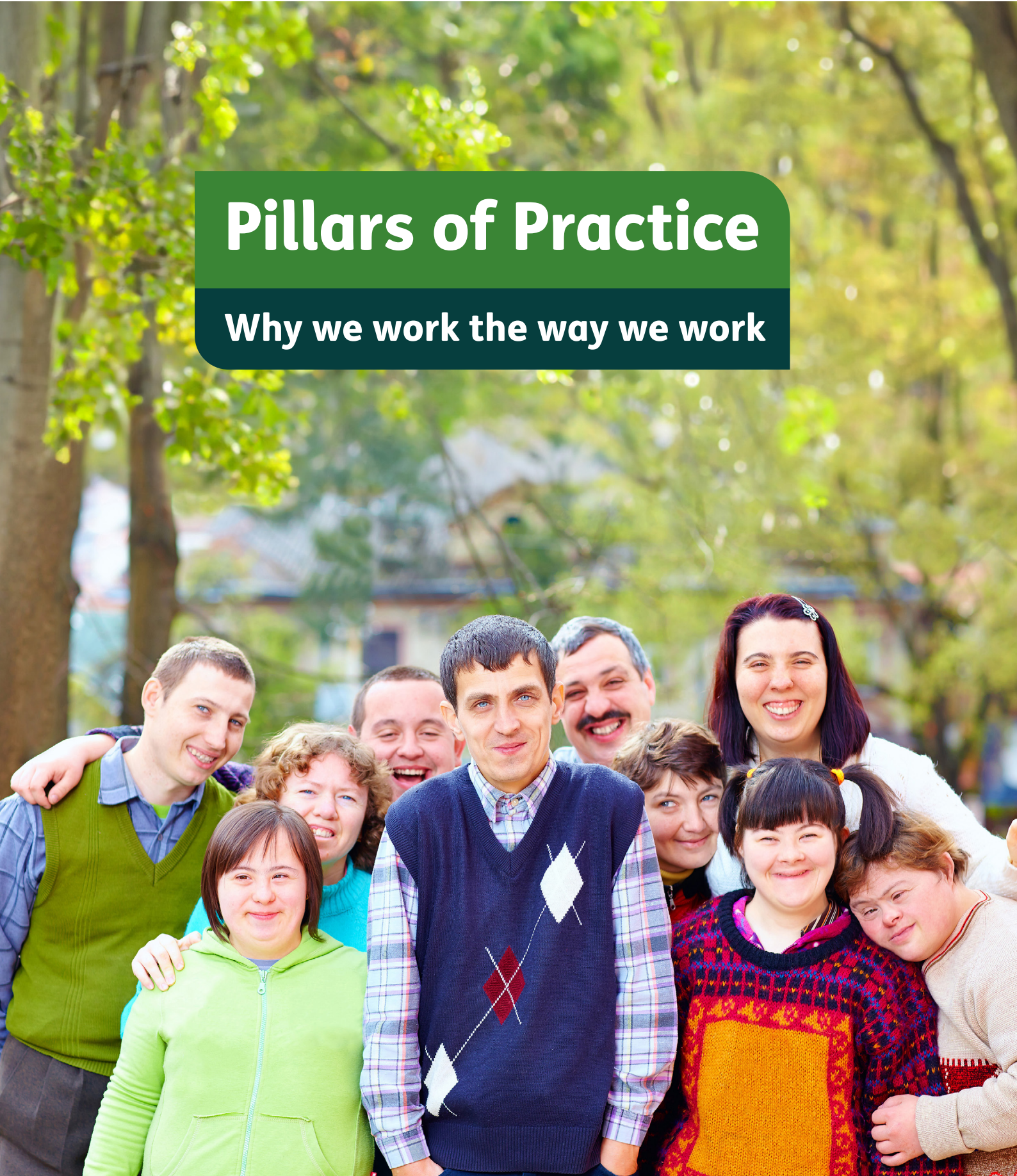


# LIFE WITHOUT BARRIERS

## Pillars of Practice

Why we work the way we work



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## Introduction

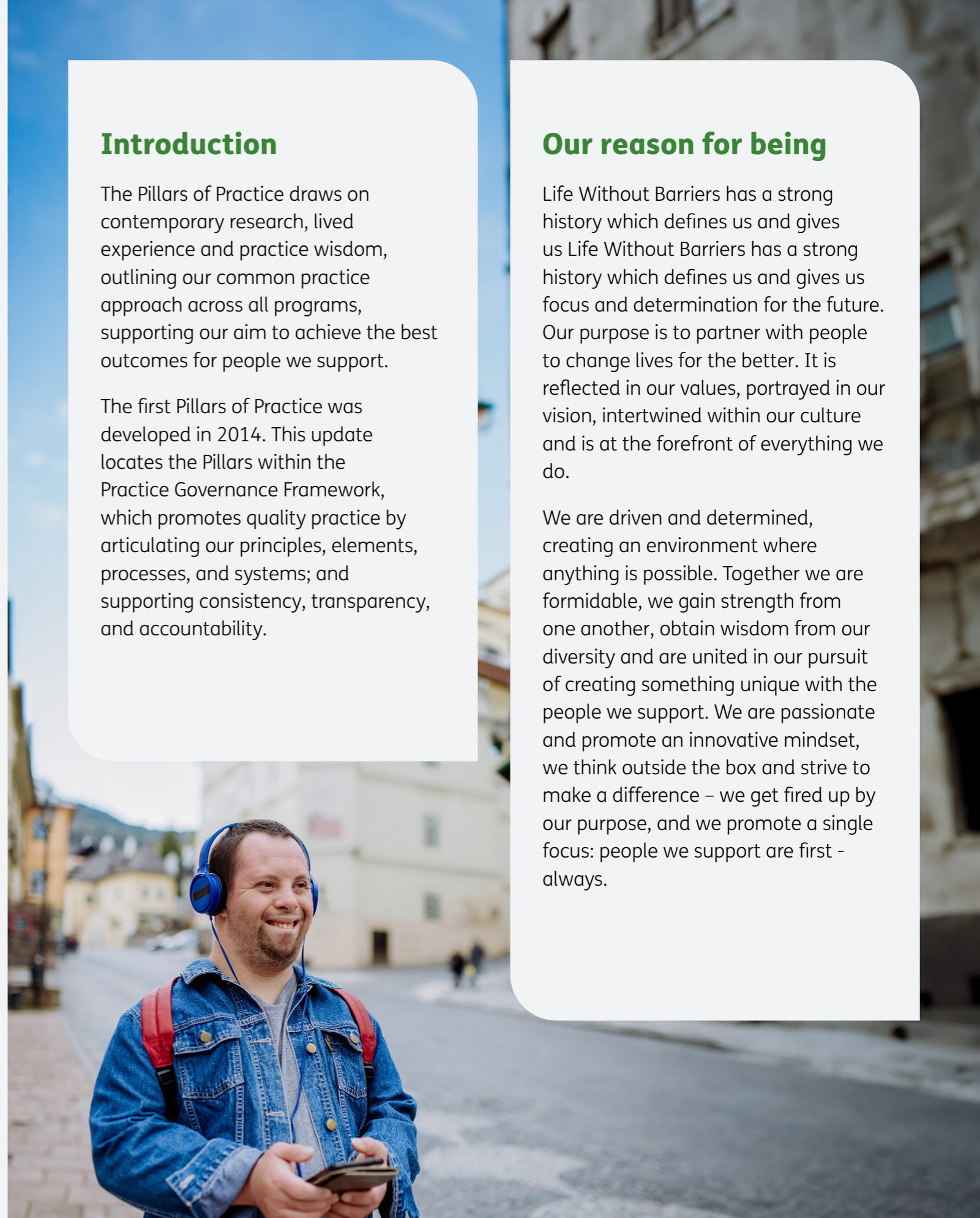
The Pillars of Practice draws on contemporary research, lived experience and practice wisdom, outlining our common practice approach across all programs, supporting our aim to achieve the best outcomes for people we support.

The first Pillars of Practice was developed in 2014. This update locates the Pillars within the Practice Governance Framework, which promotes quality practice by articulating our principles, elements, processes, and systems; and supporting consistency, transparency, and accountability.

## Our reason for being

Life Without Barriers has a strong history which defines us and gives us focus and determination for the future. Our purpose is to partner with people to change lives for the better. It is reflected in our values, portrayed in our vision, intertwined within our culture and is at the forefront of everything we do.

We are driven and determined, creating an environment where anything is possible. Together we are formidable, we gain strength from one another, obtain wisdom from our diversity and are united in our pursuit of creating something unique with the people we support. We are passionate and promote an innovative mindset, we think outside the box and strive to make a difference – we get fired up by our purpose, and we promote a single focus: people we support are first - always.



# Our Values

Life Without Barriers has a strong history that defines us and gives us focus and determination for the future.

Our purpose is to partner with people to change lives for the better. It is reflected in our values, portrayed in our vision, and intertwined within our culture. It is at the forefront of everything we do.

## We build relationships



Relationships come first. It is more than just working together. It is understanding one another, making lasting connections and building trust. Our relationships are strong and enduring and have the power to impact real change.

## We are imaginative



We know the importance of imagination to see what is possible and what works. We are always open to new ways of doing things and do so openly and willingly.

## We are respectful



We respect people's rights and the viewpoints of others and try to see the world from a diverse and inclusive perspective.

## We are responsive



We respond appropriately and promptly to individual and community needs, and we appreciate the importance of agility and partnering to find solutions.

## We are courageous



We dare to challenge the status quo and have the resolve to do something about it. We are a collective that encourages people we support to lead the change they want.

## The Pillars of Practice

Good practice is the observable skill of a worker purposefully engaging and forming a relationship with an individual or group of people to achieve positive outcomes. It involves responding to unique individual circumstances, while understanding and meeting policy and regulatory requirements.

The Pillars of Practice guides all aspects of our practice, helping to ensure that we provide quality services and that people we support can achieve positive outcomes.

## Our Pillars of Practice are:

- **Effective:** services are adapted for context, evidence informed, evaluated, and result in improved outcomes.
- **Safe:** services are delivered in ways that minimise risk and harm and promote safety and security for the people we support.
- **Person-centred:** putting clients at the centre of support and empowering them to take control, and listening to people we support, so that services reflect their preferences, need and values.
- **Inclusive:** people we support are welcomed exactly as they are, and diversity is embraced and celebrated.
- **Coordinated:** people we support experience continuity as services work together to achieve individual goals, advocate for change and avoid waste and duplication.

## Effective

Effective practice means that our services are adapted for context, evidence informed, evaluated and result in improved outcomes.

Life Without Barriers takes an evidence informed approach to choosing practice frameworks and models that are effective, aligned with our values and the Pillars of Practice, and fit for purpose.

Leadership, data-informed decision-making, reflective practice, coaching, mentoring and supervision support effective and sustained implementation. Communities of Practice enable staff to examine the implications of research for their work and to engage in reflective practice.

## Reflective practice questions:

- Do we regularly draw on research to inform our practice?
- Are we paying attention to program integrity?
- Are we evaluating our practice approaches and programs?
- Are teams and individuals supported to engage in reflective practice?
- Are we partnering with research institutions to undertake research?



## Safe

**Safe practice** minimises risk and harm, and promotes safety and security for the people we support. Safety includes both being safe and feeling safe, emotional, physical, spiritual and cultural safety, and is a foundation of our services.

Cultural safety requires workers to move beyond cultural awareness to become culturally responsive to the needs of people from diverse cultures, particularly Aboriginal and Torres Strait Islander people, to create an environment that is welcoming and respectful. Cultural safety at an organisational level is concerned with Aboriginal and Torres Strait Islander peoples' experience of services, freedom to be themselves, and safety to challenge barriers.

Cultural and emotional safety is maintained through building positive relationships, adherence to cultural protocols, being clear about expectations, modelling respect and planning<sup>1</sup>.

### Reflective practice questions include:

- Do I have positive relationships?
- Do I show cultural humility and responsiveness in my interactions?
- Do we seek feedback from people we support about feelings of safety?



## Person-centred

**Person-centred practice** involves putting clients at the centre of support and empowering them to take control, and listening to the people we support so that services reflect their preferences, need and values.

Listening to people we support involves searching for effective ways to listen and using information to alter our services.

Person-centred planning means:

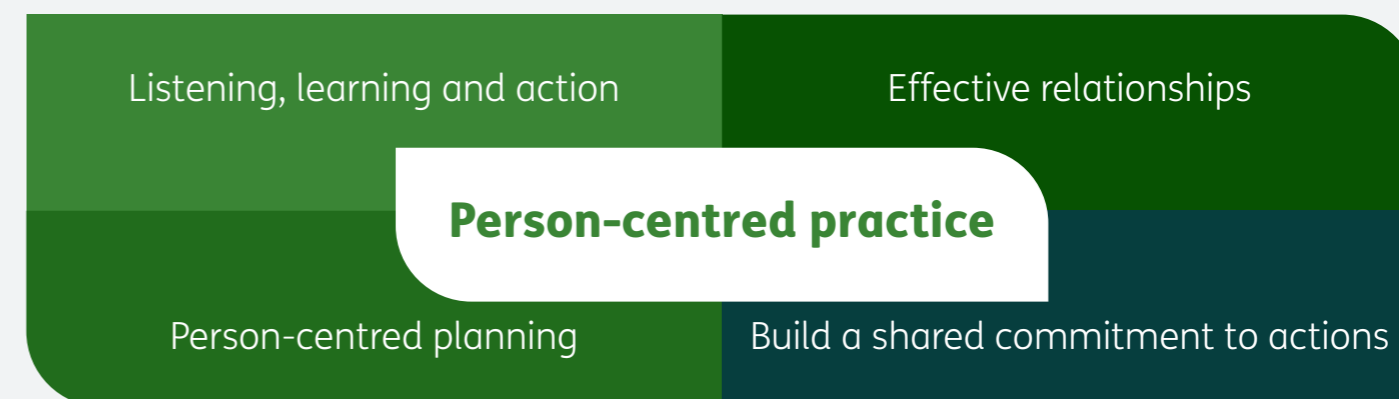
- Centring the person we're supporting, treating friends and family as partners
- Reflecting the person's capacities, what is important to and for them, and specifying the support they need to make a valued contribution to their community
- Building a shared commitment to upholding the person's rights

- Continual listening, learning and action
- Helps the person to get what they want out of life.

At an organisational level we ensure that clients can influence the design and delivery of their services and enable them to have a collective and prominent voice with policy-makers.

### Reflective practice questions include:

- Do I engage and listen to the people I support?
- Am I genuinely interested and curious?
- What do the people I support want, need and expect?
- Do I have effective relationships?
- What outcomes are important to the people I support?



<sup>1</sup> VACCA (2015), 'Culture is Healing: Documenting Journeys to Identity and Belonging: VACCA Cultural Programs and Evaluation Report', The Victorian Aboriginal Child Care Agency, Melbourne, Victoria.

## Inclusive

**Inclusive practice** means that people we support are welcomed exactly as they are, and diversity is embraced and celebrated.

Being inclusive ensures empowers people to be themselves and removes barriers to access and participation.

We are enriched by the diversity of our community, which includes differences in ethnicity, gender, sexual orientation, age, ability, culture, religion, life experience and ideology. Respecting diversity encourages people to recognise and value difference.

Diversity and inclusion guide the way we interact with each other and the people we support.

We:

- ensure our services are inclusive, responsive, and respectful.
- respect Aboriginal and Torres Strait Islander cultures and recognise their cultural protocols

- respect culturally and linguistically diverse communities and recognise their cultural protocols
- use accessible communication
- foster inclusive leadership
- rejects discrimination.
- develop awareness of diversity and inclusion among our teams.
- build relationships with diverse individuals and communities.
- create teams who reflect the diversity of the people we support.
- Encourage our teams and the people we support to identify and embrace their individual differences.

### Reflective practice questions include:

- Do I express curiosity about people's lived experience?
- Do I encourage people to identify their individual differences?
- Do my actions show respect?
- Can I identify discrimination?

Listening to lived experience

Identifying barriers to participation

## Inclusive practice

Valuing diversity

Rejecting discrimination

## Coordinated

Co-ordinated services mean that people we support experience continuity as services work together to achieve individual goals, advocate for change and avoid waste and duplication.

A cohesive approach enables more to be achieved. High performing teams harness the contributions of all members so that creative solutions developed and services are uninterrupted when individual team members are absent.

We are committed to working in partnership with other agencies, recognising that services are often required by a network of government, non-government and other community supports.

### Reflective practice questions include:

- Are people we support experiencing continuity of service?
- Are we working in partnership with other service providers?
- Are we taking an integrated approach?

Continuity of service

Avoiding waste and duplication

## Coordinated practice

Integrated approaches

Working in partnership with other agencies

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