

## Value Based Employment

The Value Based Recruitment process as developed and presented by National Disability Services is a comprehensive process that focuses on the following five values. Nganana however takes the adoption and implementation of these values one step further, and includes them within the way service coordinators and managers operate not only within service delivery, but how Nganana manages and supports its staff. The adoption of these values aligns with Nganana’s organisational principle number three “Staff Management”.

The five values we employ by and implement throughout Nganana Inc. service delivery are:

### 1. Respectfulness

Definition	Expectations of Staff	Expectations of Management
<p>To always respect a service user’s perspective, including values, beliefs, customs, and culture.</p> <p>To respectfully listen to an individual, especially their story, and understanding a participant from the perspective of their narrative.</p> <p>To always respect individual aspirations, preferences, wants, and needs.</p>	<p>To practice listening as a separate communication skill.</p> <p>To practice patience when supporting service users, to facilitate clear, accurate communication so that genuine aspirations, preferences, wants, and needs can surface.</p>	<p>To respect staff preferences with regard to work positions, and provide flexibility to job roles.</p> <p>To listen to staff, and respect their input into service delivery planning and modification.</p> <p>To listen and support staff via a supervision process, including with work performance, and wellbeing support needs.</p>

### 2. Collaboration

Definition	Expectations of Staff	Expectations of Management
<p>Is about learning from each other and sharing skills, knowledge, experience and resources across organisation for the benefit of the people we support. Collaboration is supporting each other equally and generously to achieve the desired outcomes for our service users the organisation.</p>	<p>To always work in a collaborative fashion, taking into consideration the input of participants, their family, and all members of their support network.</p> <p>To work productively and supportively within a team environment.</p> <p>To be an outraged and contributing member of a support team.</p>	<p>To work with staff from an equality basis; different positions in the organisation but equal in value and capacity to contribute to individual services.</p> <p>To actively engage staff at all levels in a process which gives capacity to contribute to service delivery and development.</p> <p>To implement feedback mechanisms within the organisation, with commitment to follow through to implementation of identified initiatives.</p>

### 3. Integrity

Definition	Expectations of Staff	Expectations of Management
<p>Integrity is about honest and transparent actions and intentions. Integrity values openness and honesty throughout the communication process, being true to our word – what we say is what we do. Integrity means not having any hidden ulterior motives, not engaging in deceit, and following through with promises. Integrity means doing what’s right regardless of who notices our actions.</p>	<p>To be honest with all communications and actions in the role given to staff with Nganana.</p> <p>To be open, genuine, and true to one’s word in the delivery of services to our consumers.</p> <p>To represent the organisation of Nganana with honesty, respect, and professionalism.</p>	<p>To manage staff honestly, transparently and with respect.</p> <p>To follow through with initiatives designed to support staff without compromising outcomes due to budget or time constraints.</p>

### 4. Resourcefulness

Definition	Expectations of Staff	Expectations of Management
<p>Being resourceful is about applying creativity and innovation across all aspects of service delivery within Nganana. It assumes a commitment toward problem solving (solution focused practice). Resourcefulness adopts the perspective that no issue is unresolvable, assertively and actively seeking to solve complex problems alongside our participants and their families, with an attitude of experimentation and a desire to always be better.</p>	<p>To be genuinely engaged in the role implicit within the position employed for with Nganana.</p> <p>To actively and assertively conduct oneself in the job role allocated.</p> <p>To contribute to the development of service delivery including support planning, problem solving and case management.</p> <p>To be constantly vigilant and report accordingly with regard to risk, and opportunities to enhance the lives of our consumers.</p> <p>To demonstrate initiative and leadership when required.</p>	<p>To apply creativity and innovation across the organisation with a focus on supporting staff to in turn support our consumers.</p> <p>To commit resources where necessary to improve and enhance outcomes identified within service delivery.</p> <p>To provide the structure and systems (including documentation) necessary for staff at all levels to achieve the outcomes identified within participant support plans.</p>

## 5. Accountability

Definition	Expectations of Staff	Expectations of Management
<p>This value necessitates accepting responsibility for the outcomes of our actions with regard to how they affect the lives of the people we support. In addition accountability aims to prioritise the needs of service users and actively pursue their input in the decisions made and the activities undertaken.</p>	<p>To take responsibility of actions in the delivery of Nganana services.</p> <p>To have a commitment toward service delivery that monitors and adjusts support-planning initiatives transparently and with the input of participants.</p> <p>To make decisions <i>with</i> participants, not <i>for</i>.</p> <p>To report diligently, accurately, and reliably as required, to mitigate risk, and to inform of outcomes necessary to advise support planning change and improvement.</p>	<p>To take responsibility of actions in the delivery of Nganana services, including those that impact on staff and other support structures affecting service delivery and the achievement of identified outcomes.</p> <p>To provide the systems and structure necessary to support reporting of risk, and reporting of service delivery outcomes for participant support networks and stakeholders.</p>