

Well Together: Wellways practice principles

Connect & Explore Together



We:

- respect you as the expert on your life
- listen to what is important to you and what you need
- explore your strengths and capabilities
- offer you choices wherever possible
- are honest with you about the services we offer
- support you to choose other services if we do not meet your needs
- take a hopeful and positive view of what is possible
- involve the people that matter most to you, such as your family, friends or natural supports
- ask you about the community spaces, groups and connections you want to explore
- offer support to the other people in your life, where possible
- support you to connect with peers and share your lived experience
- will continuously explore the best ways to work with you
- respect your culture, gender identity, sexuality and beliefs

Working & Planning Together



We:

- set clear goals about what we will work on
- agree on ways to work together that meet each of our needs
- create a plan together that identifies everyone involved in your support and care
- help you connect with others as part of your plan
- support you to explore risks, make choices and create considered plans
- work with you to identify and challenge things that get in the way of your plan
- review how things are going and make changes if we need to
- agree what each of us is responsible for within your plan
- offer ways to communicate with us that feel right for you

Reviewing & Reflecting Together



We:

- regularly check in about whether you feel we listen to you and are meeting your expectations
- welcome any ideas, feedback or complaints you have and use this to improve our services
- support you to gather all the information you need to help prepare for the next steps in your journey
- encourage and support you to include your family and other supports you choose in the review process

Next Steps



We:

- celebrate and recognise your achievements and success
- link you in to other services you might need
- connect you with community and supportive networks
- link your family and friends with the support they need
- assess what we have done together and if we have met your needs
- work with you to ensure other services have the information they need to provide the best outcomes for you
- make sure you know how to access our services again should you need them
- will give you opportunities to stay connected with Wellways, such as through community advocacy work

Our vision

An inclusive community where everyone can imagine and achieve their potential

Our mission

We connect people, strengthen families and transform communities.

Our values

Honesty, acceptance, fairness, commitment, participation

Our top three priorities

1. To ensure people can participate in their communities and exercise their human rights
2. To work with families, carers and friends, building skills and resources for people to flourish
3. To create welcoming communities

Our Well Together blueprint

We:

- see people as unique individuals who are not defined by impairments, diagnosis or labels
- advocate for community inclusion to be as important as treatment and rehabilitation
- assist people to make informed decisions while managing any risks
- create opportunities for connection with a diverse range of people
- use proven strategies including peer support, engaging family and friends and developing a support system
- ensure mainstream community supports are accessible to everyone
- challenge barriers to inclusion such as poverty, discrimination and inaccessible environments
- work with communities to establish supportive welcoming spaces for everyone