

COLLABORATIVE APPROACH

Collaborative Approach Policy | Version 1_March 2021



CLIENT SUPPORT NETWORKS

A client's support network are the people in the client's life, who support them informally to achieve their goals and aspirations. Zest aims to communicate honestly, respectfully and sharing insights in engaging shared decision-making with clients and their support networks.



COMMUNICATION

Zest ensures the stakeholder's personal information is kept safe and secure. We also ensure that the client's privacy is upheld while sharing necessary information, with consent to deliver quality services. Zest adheres to the following when communicating and working with others:



CONFIDENTIAL AND SECURE



RECORD DECISIONS & REASONS FOR IT



BEING OPEN AND HONEST



SEEKING ADVICE WHEN IN DOUBT



SHARING INFORMATION ONLY WITH CONSENT



SAFETY & WELLBEING OF CLIENTS



ONLY SHARING NECESSARY INFORMATION

COLLABORATIVE PRINCIPLES

- 1 PROMOTE OPEN COMMUNICATION**
- 2 ADOPT A STRENGTH BASED APPROACH**
- 3 ADHERE TO STATUTORY REQUIREMENTS**
- 4 ENSURE COLLABORATIVE LINKS ARE ESTABLISHED**
- 5 ENSURE EFFECTIVE COMMUNICATION WITH STAKEHOLDERS**
- 6 RESPECT PROFESSIONAL BOUNDARIES**
- 7 ACT IN A MANNER THAT REFLECTS RESPECT**
- 8 ENSURE QUALIFIED RESOURCES ARE AVAILABLE**
- 9 ACT IN GOOD FAITH TO SUPPORT ACHIEVEMENT OF AGREED OBJECTIVES**

APPLICABILITY

WHEN

When to apply this policy?
This policy applies when providing supports and services to all client/clients



WHO

Who does this policy apply to?
To all Zest representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors & volunteers.

