

BACI

Quality Assurance Indicators

Relationships

All people served through our Association are supported to express their opinions about various relationships and are helped to strengthen present relationships and develop new, meaningful ones.

Communication Styles

Understanding the way each person communicates is very important. Our Association supports people to enhance and refine their communication skills. This support is provided in respectful ways that do not place pressure on the individual. Staff are trained and supported to communicate with each individual in his/her chosen communication style.

Personal Health and Safety

Throughout all services provided through our Association a commitment to the promotion and maintenance each person's health and safety is most important.

The Association

Our Association is committed to support people to participate meaningfully in the community. Our Association will advocate with and on behalf of the people we serve and their families.

Employment

All people served through our Association, who identify employment as a goal, are provided with meaningful and person-centered employment planning and preparation support. People are assisted to explore employment options, to secure and maintain employment in the community, and to be matched with jobs that align with their skills and interests.

Being Part of the Community

All the people served through our Association are supported in ways that help them become and remain valued members of their community. People's gifts are recognized and honoured.

Personal Growth and Development

All people served through our Association are provided with opportunities and support to develop meaningful and usable skills. All people will be served in valued and supportive environments.

Home Life

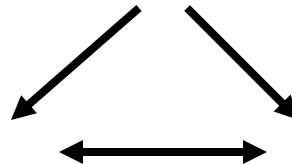
All the people served through our Association are supported to keep safe and comfortable homes. All homes will reflect the tastes and meet the needs of those who live in them. People are supported to choose and lead their selected lifestyles.

Support Staff

Staff members (new and existing) are trained through the Association to provide support in ways that explore and respect people's choices. This support focuses on ensuring personal safety and the promotion and maintenance of good health.

PEOPLE WE SERVE

- Guidelines for Planning
- Guidelines for Reporting
- Guidelines for Outcome Management
- Guidelines for Service Quality



HUMAN RESOURCE

- Recruitment Process
- Interview Process
- Hiring Procedure
- Job Description
- Performance Expectations
- Performance Appraisal