



BLUE PRINT

QUIHN COMPANY VALUES

VALUES STATEMENT



Our vision is for a world where all people who use substances can reach their full potential & the health & well-being outcomes of our communities are maximised.

CONTENTS

- 01.**
STRATEGIC PLAN
- 02.**
DIFERENCE & DIVERSITY
- 03.**
SELF DETERMINATION
- 04.**
RESPECT FOR SELF & OTHERS
- 05.**
CLIENT FOCUSED
- 06.**
TRANSPERENCY & ACCOUNTABILITY



Strengthened Harm Reduction Responses



STRATEGIC GOAL
Reduce harms to improve health & social outcomes.

STRATEGIC OBJECTIVE
Increase access to evidence-based harm reduction, treatment, and support services to minimise health risks & enhance social well-being for individuals affected by substance use.

Championing Lived Living Experience



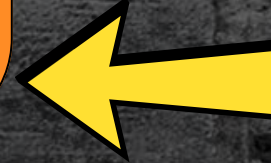
STRATEGIC OBJECTIVE
Ensure peer-led practice is embedded in our governance & in all service design, planning, monitoring, & evaluation aspects of our work.

STRATEGIC GOAL
People who use drugs are respected partners in service design & governance.

OUR VISION
A world where all people who use substances can reach their full potential & the health & well-being outcomes of our communities are maximised.

STRATEGIC GOAL
Evidence created through research & evaluation informs priorities & translation into practices.

STRATEGIC OBJECTIVE
Known for strong sector leadership through the development & sharing of high quality research & through translation of research into practices.



Recognised Authority

STRATEGIC GOAL
Ability to self-sustain & we are known for strong governance & being a valued partner.

STRATEGIC OBJECTIVE
Achieve financial sustainability by diversifying revenue streams to while maintaining transparent governance practices & building strategic partnerships that enhance organisational credibility.



Thriving Organisations

DIFFERENCE & DIVERSITY

We embrace difference and diversity and are committed to accepting everyone regardless of culture, sexuality, disability, gender, age & life circumstances.

Front Line Employee's

People Leaders

Business Leaders

Above the Line
Meets or exceeds requirements

- We are aware of our own beliefs and behaviours and how this may influence the way we treat clients, staff, peers or volunteers, and therefore we treat everyone equally and respectfully
- We communicate our boundaries, both professional and personal, openly and assertively to clients, staff, peers and volunteers
- We engage in positive approaches to communication, listening with an open mind to understand different points of views
- We are proactive in offering support to others
- We work as part of a whole team, participating effectively and assertively, as well as valuing everyone's contribution/experience (both professional and life experience)
- We practice critical self-reflection to develop self-awareness and work from a trauma informed framework

- We create a team environment where decisions and behaviours align with company values
- We develop diversity and difference and promote fairness and equality within the team
- We champion program improvement suggestions to better cater to diversity, i.e. literacy, LGBTQI, indigenous
- We seek feedback from all people involved in provision of and use of service i.e. clients, peers, volunteers and paid staff
- We actively challenge stigma and discrimination both internally and externally

- We ensure that our services support and encourage respect and mindfulness of difference and diversity
- We champion awareness of the detrimental effects of stereotypes and areas of unconscious bias, through development/training that supports difference and diversity
- We actively promote systems, policies and process that encourages diversity, particularly recruitment
- We actively seek feedback from clients, staff, peers or volunteers
- We ensure all acts of intolerance to diversity are investigated and takes corrective actions

Below the Line
Unsatisfactory & needs improvement

- Demonstrated indifference regarding the value of difference and diversity based on position, rank, or personal characteristics
- Shows judgement or discriminatory attitudes or values
- Harassing and bullying behaviours
- Making statements that devalue our client group or people who are different to self

- Rigidness in decision making, i.e. favouring one model or style over another, dismissing cultural, religious, lifestyle importance
- Shows indifference to company systems, policies and process that encourages diversity

- Not being sensitive to report of discrimination or cultural insensitivity

SELF DETERMINATION

We believe in equity and fairness and that people should have choices which allow for self-determination and enable self-reliance.

Front Line Employee's

- We appreciate and actively promote self-determination, through allowing choice for the client i.e. stage of change, treatment plan, etc, and based on clients identified goals/needs
- We practice self-reflection and self-care strategies, including internal and external supervision
- We maintain our professional registration and seek out opportunities to grow professionally and personally
- We advocate for self/clients and encourage others to do the same

Above the Line
Meets or exceeds requirements

- Expecting organisation to be responsible for my professional development and training needs
- Being too forceful, rescuing or acting on behalf of client, i.e. trying to persuade clients to act in a way that is not congruent with who they are

Below the Line
Unsatisfactory & needs improvement

People Leaders

- We validate team member capability as a professional and support training and upskilling for team members
- We recruit for good team and values fit, and support team members to step into higher roles where appropriate
- We implement change or address issues appropriately and in a timely manner
- We empower clients to make a complaint through clear procedure
- We trust and allow staff time to process events and make appropriate decisions

- Micro managing workers or being overly directive with team members
- Taking away choice of therapeutic approaches
- Punitive measures for genuine mistakes or when clients have lapsed and returned

Business Leaders

- Provide professional development strategies for all staff, peers and volunteers, through partnering with external services to organise educational visits or training
- We respect staff to work autonomously, including therapeutic interventions, within guidelines/code of practice

- Putting staff in a box and defining their worth in simple terms

RESPECT FOR SELF & OTHERS

Our approach is inclusive and accepting. We value the people with whom we work and respond with positive regard, dignity and courtesy.

Front Line Employee's

Above the Line
Meets or exceeds requirements

- We role model acceptance, appropriate boundaries and respectful behaviour to clients, staff, peers and volunteers
- We manage our own self care plan, with meaningful and measurable actions
- We manage timelines for all expectations, i.e. meetings, timesheets, deadlines, processes and procedures - understand and respect the impact on others
- We manage own working time and environment to ensure appropriate breaks and work life balance
- We support each other and communicate availability to ensure smooth running of own and wider QulHN team
- We raise issues appropriately and via appropriate processes

Below the Line
Unsatisfactory & needs improvement

- Blaming others for issues or lack of well being
- Leaving a mess behind for others to clean up
- Gossiping or making disparaging comments about QulHN or others via any medium
- Expecting others to accept bad behaviour without repercussion or consequence
- Putting others needs above own

People Leaders

- We ensure appropriate staffing levels for all teams, including coverage for absences
- We provide direction and guidance as required by the individual
- We bring an open mind to conversations, support others to discuss mistakes
- We delegate appropriately and demonstrate trust in team members
- We prioritise Supervision and Performance and Development Reviews.
- We respect flexibility (within reason) for self-care and family or cultural activity
- We are willing to do any task that a volunteer, peer or staff member would get asked to do

- Unrealistic expectations of team members, i.e. outside competency or capacity, excessive
- overtime
- Not prioritising life outside work, more time spent at work than at home (beyond set hours)
- Valuing someone's needs/opinion above other staff, being dismissive of other staffs opinion and
- experiences

Business Leaders

- We ensure functional working spaces for all teams
- We ensure adequate support and resources for all team members
- We communicate decisions in a timely and appropriate manner
- We collaborate with all team members in relation to decision making where possible
- We are approachable and take time to engage and know staff
- We role model respect for self, staff and clients

- Implementing rigid policies and procedures

CLIENT FOCUSED

We are committed to client engagement and participation.

Our organisation is owned by the communities for which it exists.

Front Line Employee's

- We manage expectations of clients, patients, visitors, and other staff, through being transparent
- what service and self can provide
- We are attentive to client needs/providing advocacy and referral when the client needs
- support outside the scope of role or service
- We offer flexibility in treatment = what would best help this particular person at this particular
- time?
- We celebrate client success with them
- We encourage client feedback both positive and negative

Above the Line
Meets or exceeds requirements

- Being defensive around constructive feedback from supervisor/peers around my work with
- clients
- Using inappropriate language around clients/talking textbook jargon
- Gossiping or making judgemental comments or statements to clients or about clients, or doing
- nothing when others do
- Forgetting where we started and our grass roots

Below the Line
Unsatisfactory & needs improvement

People Leaders

- We manage expectations of clients, patients, visitors, and other staff, through being transparent
- what service and self can provide
- We are attentive to client needs/providing advocacy and referral when the client needs
- support outside the scope of role or service
- We offer flexibility in treatment = what would best help this particular person at this particular
- time?
- We celebrate client success with them
- We encourage client feedback both positive and negative

- Ignore suggestions from staff and clients about how clients can be involved
- Robbing one service to benefit another

Business Leaders

- We ensure QulHN's vision continues to match client's emerging needs
- We ensure clients are engaged in activities such as service offerings, code of conduct, values and
- recruitment
- We respectfully and thoughtfully respond to client feedback

- Robbing one service to benefit another

TRANSPERENCY & ACCOUNTABILITY

We believe in transparency and accountability in our work.

We commit to genuine authenticity and individual, organisational and public accountability.

Front Line Employee's

- We demonstrate honesty and integrity in our dealings with clients, staff, peers and volunteers
- We understand our own and others work priorities and seek to understand the bigger picture
- We are responsible for our own actions in how we deliver our role, including attending and participation at Case Conference, Team and Regional Meetings and recording of case notes, etc.
- We admit mistakes and openly deal with problems and challenges
- We actively support each other, sharing knowledge to assist others to reach their potential
- We respond to all requests in an appropriate, effective and timely manner
- We use QulHN's policies, procedures and guidelines to guide decisions and elevate any issues revealed
- We are open to observed practice and to discussing our process with supervisors
- We accept change as part of our role and stay up to date with systems that are required to complete role
- We recognise and speak up when we need support

People Leaders

- We ensure timely communication for whole of company, accepting feedback from all
- teams/people as appropriate and are prepared to explain decisions
- We encourage and empower our teams and act quickly to resolve issues
- We collaborate and resolve conflict, maintaining objectivity in all team interactions
- We build positive relationships within our team and across the whole of QulHN through
- demonstrating trust and knowledge
- We model vulnerability and provide a safe environment for staff to discuss issues that impact
- work and to allow learning from mistakes
- We give authentic, timely and appropriate feedback to individuals and team
- We delegate appropriately, both to gain support for workload and to develop team members

Business Leaders

- We ensure clear vision and direction, with a structure, roles and delegations to allow teams
- and team members to set clear goals
- We take on challenge and institute change
- We design simple, sensible and suitable processes and procedures to guide decision
- making for staff at all levels

Above the Line
Meets or exceeds requirements

To deliver specialist services relating to the use of illicit drugs by responding to the diverse needs of clients and the wider community in Queensland.

TRANSPERENCY & ACCOUNTABILITY

We believe in transparency and accountability in our work.

We commit to genuine authenticity and individual, organisational and public accountability.

Front Line Employee's

- Not discussing or being defensive when team leader/peers provide feedback on my practice
- Accessing QulHN resources for personal use
- Not advising change of plans/illness etc which impact safe work environment, rostering and service delivery
- Not advising of incidences to management/TL/Coordinators

People Leaders

- Waiting until Performance and Development review before providing feedback
- No follow through on issues raised or identified
- Withholding information from all or some team members

Business Leaders

- Not providing appropriate training, processes, delegations, systems or policies

Below the Line
Unsatisfactory & needs improvement

QulHN is committed to providing a professional, quality, inclusive, and non-judgemental service built on honesty, integrity and transparency and underpinned by a social justice framework that respects diversity and difference.



BLUE PRINT

QUIHN COMPANY VALUES

www.quihn.org

