

# QUALITY STANDARDS



## RESPECT

- ◆ I will always practice safe behaviours in everything I do
- ◆ I will be honest and courteous at all times
- ◆ I will be transparent and treat all participants and stakeholders with empathy and integrity always
- ◆ I will always encourage teamwork to meet our participant's and other stakeholder's expectations



## ON SHOW

- ◆ I will be welcoming, happy and enthusiastic from the heart with all participants
- ◆ I will stay in character and perform my role with all participants
- ◆ I will ensure my work and workspace is ready at all times to be on show
- ◆ I will practice situation awareness



## PROFESSIONAL

- ◆ I will be consistent and committed in all communication with all participants, their family and other stakeholders
- ◆ I will train consistently to ensure my skills and knowledge of product, services and technology are at the highest level
- ◆ I will take ownership within the parameters of my role in the resolution of all participant and stakeholder concerns



## EFFICIENT

- ◆ I will ensure an efficient and seamless process for all participant and other stakeholder interactions
- ◆ I will ensure complete and accurate reporting of all participant's wants and needs
- ◆ I will use my time and resources wisely



## CONTINUOUS IMPROVEMENT

- ◆ I will realise the current situation and understand the opportunities for improvement
- ◆ I will standardise my process flow and continually train for consistency
- ◆ I will visualise current processes against our objectives by identifying opportunities for improvement
- ◆ I will seek to optimise my performance through continuous improvement and consistency