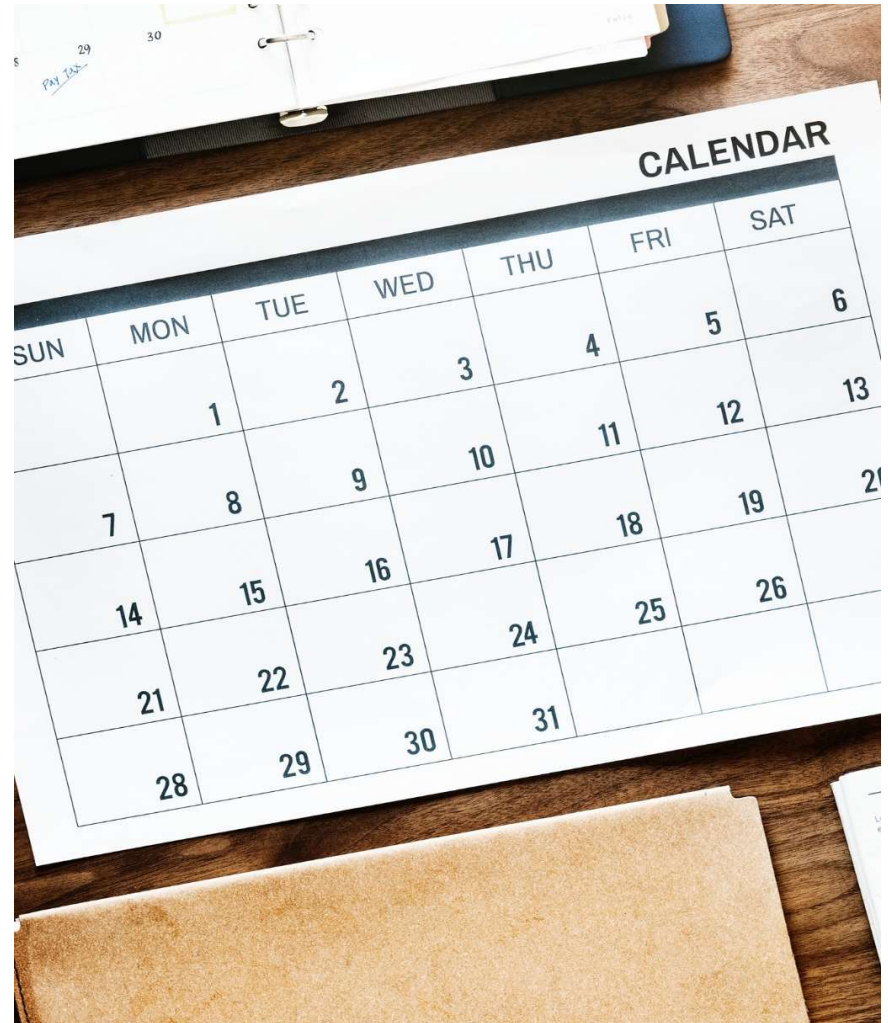


# Accountability

- Live by your Diary
- Be on time
- Attend all commitments
- Complete all requirements – keep your promises
- Everything has a place – put it back
- Take responsibility for your actions (no blaming or excuses)



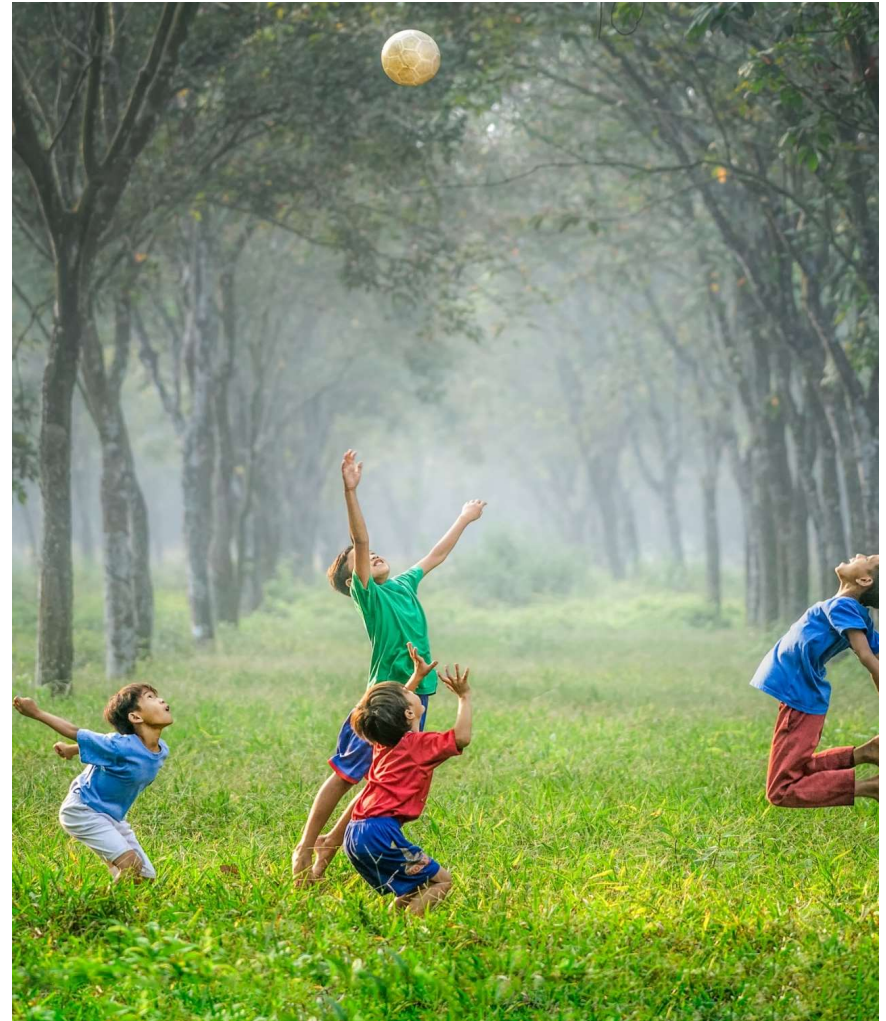
# Positivity

- Smile
- Be warm and friendly
- Laugh at yourself
- Solutions focussed
- Have a can do attitude
- Celebrate wins
- Have fun



# Collaboration

- Lend a hand to each other
- Ask for help when required
- Have each other's back
- Communicate openly and honestly
- Contribute ideas and make suggestions for growth
- Provide constructive feedback





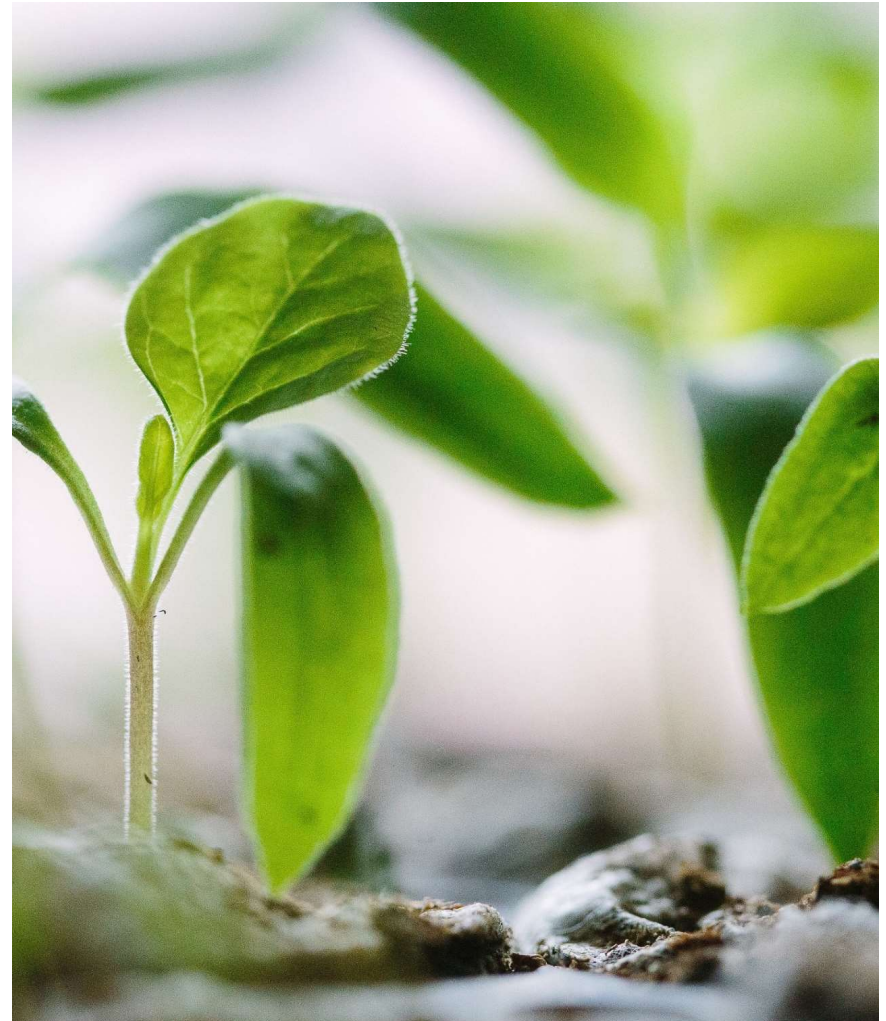
# Clinical Excellence

- Always, always, always totally explore the person, the environment and the occupation
- Always explore all options to find best outcomes
- Lead with confidence – lead the client to best outcomes
- Don't cotton wool clinical evidence
- Recommend our signature systems, but understand that everyone is unique
- Be an expert, be a specialist, even if we cant call our self one - Keep across research and resources
- Ethical at all times



# Growth

- Embrace change
- Listen to and take on feedback – it won't be repeated
- Acknowledge your gaps in knowledge and skills and look to reverse this
- Ask if you are not sure
- Always look at the evidence and do your professional development
- Step outside your comfort zone
- We learn from mistakes so they don't happen again



# Initiative

- Take action over procrastination – don't wait to be asked
- Don't assume someone else will do it
- Share your updates with the team
- Put your hand up
- Solve the problem before it becomes one
- Find ways to go above and beyond
- Innovate and initiate
- There is no such thing as a bad idea, just ideas and no ideas. Ideas shape the course of history





# Commitment

- Work towards the common goal
- Achieve personal goals
- Be proud of where you work and what you do – you make a huge difference
- Put everything into what you do
- Be dependable and a team player



# Care

- Have a conversation over an email or text
- We have two ears and one mouth. Use them accordingly. Listen twice as much as you talk. Ask questions and listen for answers
- Treat every client with respect and explore their background
- Step into the shoes of the referrer and make their process as smooth and effortless as possible
- Greet all people, not just your caseload
- Check that others are OK
- Respect and take an interest in other's belongings
- Celebrate each other's wins

