



# Organisation Charter

## About ConneXtions:

ConneXtions is a social inclusion organisation committed to supporting people to realise an inclusive life, rich in belonging and relationships with others.

ConneXtions was founded in 2017 after a two-year consultation and co-design process with people with disabilities, their families and friends. We exist as an alternative choice for people with disability in accessing the supports they need to pursue ordinary and typical pathways.

We draw on more than 30 years of lived experience of disability, community development, direct service delivery, support coordination, community service management and training.

## Our Approach

At ConneXtions, we provide customised solutions for people. We support self-direction and self-management and will maximise and mobilise people, their personal networks, resources and communities, to work together, to make a positive difference to a person's life.

Our focus is refreshingly simple; we support people to plan, self-direct and self-manage their lives and provide only the support necessary for people to do this.

We strive to support inclusive solutions and pathways for people and will support you to create the networks you need to best support you.

## The ConneXtions way - what we believe in

- People living ordinary and typical lives in their communities.
- People participating with purpose and in the places, that are important to them.
- People taking time to think and reflect on what a "good life" looks like for them.
- People inviting people to support key steps towards realising a good life.
- People supporting people to be the best they can be.
- People having real choice and control in who supports them.
- People self-directing and managing their own lives.

## Our Vision

To realise real choice, participation, respect and acceptance of people with disabilities, where people belong, live the life of their choice and are valued for who they are.

## Our Practice

- To work with people to identify their vision and the strategies and networks available to achieve their outcomes.
- To support people to realise their full potential, challenge and create opportunities to make this happen.
- To build the capability and capacity of people with a disability, their personal networks to realise their long-term goals of living full and valued lives.
- To support people in their journey and to live a full and meaningful life.
- To support self-direction and self-management in the lives of people.

## We value

- Inclusion and belonging
- Informed choice, control and courage
- People leading and living with purpose
- Creative thinking and disruptive innovation
- People being the experts and leaders of their lives
- Partnering for sustainability
- Ongoing learning and reflection

## Our Commitment

### Outcome Focused

We will meet with you and the people you choose to discuss what outcomes you want to achieve and how you would like to achieve them. We will explore with you the options that exist and the opportunities that can be created with you to realise your dreams and aspirations. We will deliver only what you tell us to.

### Rights and Responsibilities

We will support you to understand your rights and responsibilities and how you can exercise these in the decisions and choices you make.

### Privacy and Confidentiality

We will respect the privacy and confidentiality of your personal information and work with you to keep all information up-to-date and protected.

### Accountability

We will treat you with dignity and respect and actively seek your feedback regarding our performance and improvement opportunity.