Client partnership framework for The Orange Door



Domains		Levels		
Personalised & nolistic Sensitive to physical, eultural and social context Culturally respectful ractice Working together Collaboration between clients, professionals & he service system Services are joined up & coordinated Shared decision- making Shared power & esponsibility Aboriginal self-determination Transparent about options & consequences Equity & inclusion Diverse access & participation Taking an intersectional approach Culturally safe	 'I am respected and receive support tailored to me as a whole person.' 'I am included as a partner in my own support and in improving The Orange Door.' 'I am empowered to make informed decisions about my own support & in contributing to the operation & evolution of The Orange Door.' 'I have access to the same supports and opportunities to contribute as everyone else.' 	Client level Clients participate in their own support and planning, and can invite family and others in their life to be a part of this. The Orange Door enables and supports clients to be equal partners in their support, including through shared decision- making.	Levels Operational level The Orange Door partners with clients in decisions about the local design, delivery and improvement of The Orange Door, including through local area governance and advisory groups. Clients provide feedback, ideas and personal experiences to drive change.	System level The Orange Door partners with clients in governance, planning, policy development and service design, including through statewide governance and advisory groups. Clients and communities participate in quality and safety improvement across The Orange Door. The Orange Door fosters client partnership approaches that support connections with the broader service system.
Effective communication Respectful & responsive Authentic listening Failored communication eg in-person, phone, online)	'I get the right information that I can understand and act on, and know how my contributions to The Orange Door will be used'.			
	P:	artnership principles		
Examine power, privilege & bi			listic Partnership is an exc	hange Avoid tokenism
		Practice Principles [#]		
Ensure safety & wellbein			romote self-determination amo	ong Aboriginal people
	ble & responsive to risk and nee		ountable for violent and abusiv	
		ccountability drivers		

Defined in The Orange Door Interim Integrated Practice Framework

inclusion and equity statement

Based on the Partnering in Healthcare Framework, Safer Care Victoria.



